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ABSTRACT

This booklet, designed to promote the letter writing habit, provides information about writing letters in a variety of situations. It is divided into several short sections with illustrations. Reasons to write letters and postcards are offered by several authors and celebrites including Stevie Wonder, Darryl Stingley, and "Dear Abby." Addresses for pen pal organizations are provided, and places to write for celebrity addresses are suggested. Tips on writing letters are given on the following topics: writing about consumer problems, writing and applying to colleges, writing letters of job application, writing letters to the editor, writing for information of all types and writing to government representatives. Many sources for addresses and hints on how to address mail properly are provided. Address abbreviations and an explanation of the ZIP code are also included. The last section, a student's guide to postal services and products, explains classes of mail, speed of delivery of different types of mail, how to send valuables through the mail, packaging, and various proofs of mailing and delivery. (HKM)

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All About Letters

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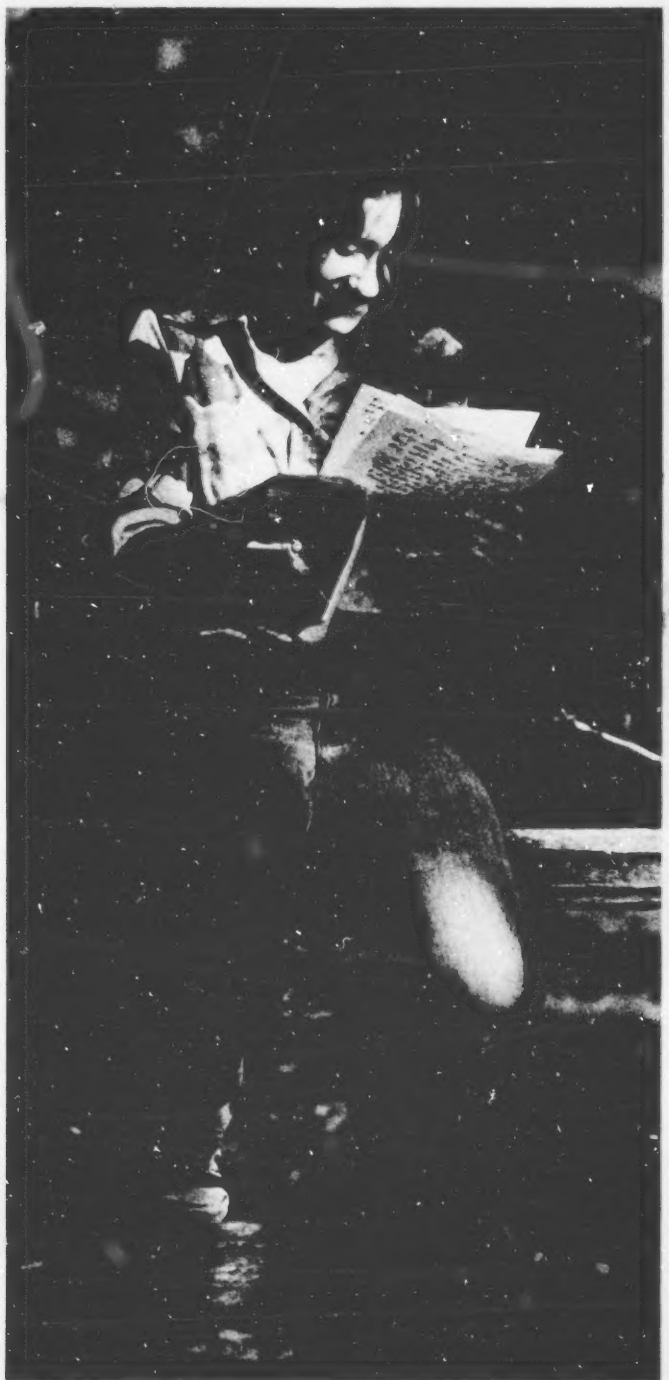

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One of the most important things we learn in school is how to communicate. It is a skill that is absolutely essential to your success, no matter what career path you follow.

Despite the dramatic innovations in technology—laser beams, fiber optics, memory chips, satellites, etc.—that are changing the way in which we communicate, the written word is still important and will always be.

Letter writing, in particular, continues to be one of the best means there is for communicating with someone, whether for business or personal purposes.

Letters and cards are also the tools of our democracy. They help form opinions and influence our government processes. They also preserve memories and brighten our lives. I can tell you that, personally, there's nothing I look forward to more than a letter from one of my daughters.

Letters and cards will always be a means of both communicating and preserving your thoughts, your feelings, your personality —yourself.

We believe this booklet can help give you more know-how, more incentive, and more confidence in your letter writing. I hope you will use it and enjoy it.

William F. Bolger
Postmaster General
United States Postal Service

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Letters play a part in everyone's life... and sometimes beyond!

Letters play a part in everyone's life . . . and sometimes beyond, as in the intriguing case of John "Liver Eating" Johnston—"Jeremiah Johnson," to the movie-going public.

It was the deathbed wish of frontiersman Johnston to be buried in the Big Sky Country where he had scouted, hunted, fished and trapped during the late 1880s. But for 74 years, his body had lain in a national cemetery in Los Angeles, California.

It would still be there, if it weren't for a letter-writing campaign by 24 junior high school students.

It all started in January, 1974, when teacher Tri Robinson urged his students at Park View School in Lancaster, California, to campaign for the transfer of Johnston's remains to the locale of his legendary exploits.

The obstacles were many. The students had to find a burial place, raise money, and follow through with the funeral. Besides, moving a body from a national cemetery is rarely permitted. To meet one of the many regulations of the Veterans Administration, they accepted responsibility as Johnston's "next of kin."

Calling themselves "The Committee for the Reburial of Jeremiah Johnson," they approached everyone who might help.

The students wrote to three governors, state historical societies, influential businessmen, students in Montana, Veterans Administration officials, Congressmen, newspaper editors and radio station managers. They even enlisted the aid of Robert Redford, who portrayed Johnston in the movie "Jeremiah Johnson."

Their letters aroused the interest and support of a man in Trail Town, Wyoming, in Cody, who offered them burial space, a monument and part of the burial expenses.

But they also aroused protests from one national veteran's organization who accused them of "grave robbing." And they got an argument from one governor who believed that Johnston should be buried in his state rather than Wyoming.

At times, the students felt discouraged and thought their mission was doomed. But just as school was about to close for the summer, the letter approving the transfer of Johnston's body was received.

Seven of the students and their teacher accompanied the coffin on its flight from Los Angeles to Cody. Western Airlines gave them the space for their trip to Cody and donations from interested citizens helped pay for their meals, motel and return air fares.

On the morning of June 8, 1974, the students picked wild flowers from the fields near the cemetery to place on Johnston's flag-covered casket.

More than 2,000 attended the burial service. Robert Redford helped carry the coffin to Johnston's final resting place. TV cameras recorded the event for national viewing.

"When we think of the project now," said one student, "we realize how much we have learned about government, and we can see that it's not always easy to get something worthwhile done. But we also know it's possible to do things if you don't give up."

They also learned that letters can be a powerful instrument for getting things done. And that letters play a part in everyone's life . . . and sometimes beyond.

With a pen pal, you're never lonely

It's fun to have a friend your age who lives in another state or country.

Friendships started through letters often continue for years—even lifetimes. And some correspondents exchange visits as well as letters.

"With a pen pal, you're never lonely," says teenager John Heath, of Muncie, Indiana, who writes to 26 pen pals overseas. "I think pen pals also help me in school; a country is so much more realistic when I know someone there. Even though we're separated by thousands of miles, we can still be close friends."

John started writing through the help of World Pen Pals, one of several organizations that link students from 175 countries with students from the United States.

The organization was founded as a result of a letter written by a class of ninth graders in Minneapolis to President Truman at the outbreak of the Korean conflict. They wrote:

"We are the generation of children who have never known peace. We wish to speak to you for the millions of boys and girls who do not want to see more war. Please keep talking until you find some way to agree. Please remember the children everywhere."

World Pen Pals has been growing ever since, linking as many as 40,000 pen pals yearly.

How can you get started with your own overseas correspondence?

Look over the groups listed on page 7. Pick one, then write to that group, enclosing your name, address, age and sex. State your interests and whether you speak or write another language. If you want to write to a pen pal in a particular state or country, say so, and also list several other states or countries of your choice. If possible, they'll accommodate your first choice; if not, they'll provide you with a pen pal from one of the other countries.

Enclose a money order or check (NO COINS OR STAMPS) to cover the fee, if required. Enclose a self-addressed stamped envelope.

Usually, pen pals from abroad can speak and write English. But their English may be awkward and sometimes confusing, just as your way of writing may be for them.

The important thing is that you are communicating—getting to know each other, exchanging ideas, and sharing common interests.

Write to your pen pal as soon as you receive his or her name. Neatness is important. Either type your letter or write clearly in ink. Keep your sentences simple and avoid words or slang that he or she might not understand.

Although you can't enclose anything except a letter, it's advisable to use an Aerogram for your first overseas correspondence. It's available at any post office at a slight cost and will take your letter anywhere in the world.

After your pen pal replies and you wish to exchange snapshots, recipes, clippings, stamps, etc., it's advisable to use lightweight airmail stationery, because overseas postage is charged by the half ounce. Your post office can tell you the postage rates for mail to your pen pal's country.

If you don't receive a reply within a reasonable time, return the pen pal name to the organization, enclose another self-addressed stamped envelope, tell them you haven't received a reply, and they'll send you another name.

All pen pal groups try to screen out pen pals from abroad who badger their correspondents with pleas for U.S. citizenship, money or gifts. If you receive letters of that nature, inform the group, and they'll send you another name.

Some pen pal organizations and their requirements are listed below:

Boy Scouts of America
International Letter Exchange
P.O. Box 61030
Dallas/Fort Worth Airport, TX 75261
or write your local Council Service Center of the Boy Scouts of America for information. Consult the white pages of the telephone book under Boy Scouts of America.

Girl Scouts of the U.S.A.
Post Box Secretary
830 Third Avenue
New York, NY 10022
For registered Girl Scouts. No fee. Enclose self-addressed stamped envelope.

League of Friendship, Inc.
P.O. Box 509
Mount Vernon, OH 43050
Ages 12-25. $1 service charge and self-addressed stamped envelope. You will receive a foreign name and a suggestion sheet for letter-writing.

Letters Abroad
209 East 56th Street
New York, NY 10022
Ages 16 and over. No charge. Enclose self-addressed stamped envelope.

Pen Pals
International Friendship League, Inc.
22 Batterymarch
Boston, MA 02109
Incorporated in 1948, the League's file has names from 129 countries. For descriptive folder and application blank, send self-addressed stamped envelope. Registration fee, $3 Life Membership. Ages 7-65.

Student Letter Exchange
RR No. 4
Waseca, MN 56093
Ages 10-19. Fee: 65¢ per name. Enclose self-addressed stamped envelope.

World Pen Pals
1690 Como Avenue
St. Paul, MN 55108
Ages 12–20. $1 service fee (special group fee). Allow two weeks for reply.
You will receive a foreign name, WPP newsletter and suggestion sheet.
Enclose self-addressed stamped envelope.

STARS GLOW WHEN THEY GET FAN MAIL

You may think movie stars, television performers, recording artists, famous athletes, and other celebrities don't pay any attention to their fan mail.

Nothing could be further from the truth.

Celebrities know that the public's admiration and support helps keep them in the limelight. And they also know that the quickest way to lose loyal fans is to ignore their letters.

Celebrities care about and—in as many cases as possible—answer their fan mail. Many performers, especially super stars such as Stevie Wonder, have agents and staff members to handle their business and personal mail. There's no way they could handle it without help. Hank Aaron, for example, received more than 900,000 letters the year he beat Babe Ruth's home run record.

Some fans collect autographs. Others want photos. Your best chance of getting either is to write a letter.

Will you get an answer? The chances are good that you will, if you are brief and direct. If you want to comment on a particular performance or something in general, go ahead. But keep it short, simple and to the point.

The chances of having your request fulfilled are even better if you enclose a self-addressed stamped envelope. That makes it a lot easier for the celebrity's staff to handle your request. It saves time and shows you appreciate the favor you're requesting.

Where should you send your fan letter?

Unless you happen to know the celebrity's home address, you should mail your letter to the organization with which he or she is associated. In some cases, such as with authors and recording artists, the mailing address of the organization is usually listed in the book or on the record jacket. You can also check where you buy your records or tapes. When the star is a member of a team, the team's mailing address may be listed in the phone directory or can be obtained by contacting the team's league headquarters.

On page 10 there is a partial list of organizations which will either forward your letter to the celebrity or to his or her agent or staff. One final note, don't expect an immediate answer; remember, it takes time to answer the large number of letters received by most celebrities.

Stevie Wonder
888 Seventh Avenue
New York, NY 10019
Suite 600

I feel that next to being actually physically touched by someone, reading a letter is the most personal and intense form of communication that there is.

Being unable to see puts me in the unique situation of reading through my sense of touch (my staff has important letters and even fan mail transcribed into Braille for me). Sometimes after a session in the studio, i like to go home and sit alone reading through some of these letters. What it seems to be all about to me is this: reading a letter puts me on a total one-to-one relationship with the person who the letter is from. There is no interruption for me, like when you talk to someone in a room with other people---it inhibits the person communicating. And it's the same with the telephone---there is just too much distance and electrical nonsense. Even though I am a telephone freak, I really enjoy letters more! Reading letters is a very private thing--the ideas from someone else travel through my fingers and into my brain. It's all very direct and intense and I'm turned on by intensity. The ideas in letters that move me most are the ones that are the most honest. Fans and business people, I find, express themselves more honestly in letters, and I really like that.

Steve

Motion Pictures

Vice President of Public Relations
Universal Pictures
100 Universal City Plaza
Universal City, CA 91608

Director of Public Relations for Features
Warner Bros., Inc.
4000 Warner Boulevard
Burbank, CA 91505

Vice President of Public Relations
Columbia Pictures
711 5th Avenue
New York, NY 10022

Supervisor, Studio's Mail Dept.
Twentieth Century-Fox Film Corp.
P.O. Box 900
Beverly Hills, CA 90213

Director, World-Wide Publicity
United Artists Corporation
729 Seventh Avenue
New York, NY 10010

Avco Embassy Pictures Corp.
300 East 42nd Street
New York, NY 10017

Television

Manager, Audience Information
ABC-TV
1330 Avenue of the Americas
New York, NY 10019

Vice President—Information Services
NBC-TV
30 Rockefeller Plaza
New York, NY 10020

Manager, Press Administration
NBC-TV
3000 West Alameda Avenue
Burbank, CA 91503

Warner Brothers TV
4000 Warner Blvd.
Burbank, CA 91522

Vice President of Press Information
CBS-TV
51 West 52nd Street
New York, NY 10019

Vice President of Public Relations
Children's Television Workshop
1 Lincoln Plaza
New York, NY 10023

Vice President of Public Relations
Paramount TV
5451 Marathon Street
Hollywood, CA 90038

Organizations

American Federation of Television
and Radio Artists (AFTRA)
1350 Avenue of the Americas, 2nd Floor
New York, NY 10019

Actors Equity
1500 Broadway
New York, NY 10036

Screen Actors Guild (California)
7750 Sunset Boulevard
Hollywood, CA 90046

American Federation of Musicians
1500 Broadway
New York, NY 10036

William Morris Agency
1350 Avenue of the Americas
New York, NY 10003

Music Corporation of America
Agency (MCA)
445 Park Avenue
New York, NY 10022

Darryl Stingley, the leading pass receiver for the New England Patriots, was tragically injured on August 12, 1978, in a preseason game between the Patriots and the Oakland Raiders. He has spent the last year in therapy, recovering from the injury that left him paralyzed from the shoulders down. For weeks after his accident, he continued to receive thousands of letters from football fans and well-wishers offering prayers and encouragement for his recovery. Through his hard work, he is beginning to regain full control and use of his right arm. He will be working with the Patriots in the future choosing the college players they will be drafting.

Darryl Stingley's *"special thank you"*

I am convinced that the feelings expressed in letters can be as helpful as any medicine or therapy in aiding someone recovering from an injury.

During the darkest hours after my injury, I often questioned my ability to adjust to my new environment. I had become accustomed to playing before 60,000 cheering fans each week. In the hospital, however, I often found myself alone. The encouragements, hopes and prayers I received in the mail from my fans all over the country have given me the strength to progress toward my goals.

It's amazing how one letter from a stranger can be more rewarding than the cheers of thousands in a stadium. As a celebrity, I sometimes questioned people's motives when they approached me for something. But the unsolicited letters that have come from all types of people are genuine --I feel the compassion, concern, and the love expressed in them.

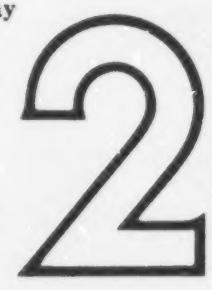
I wish I could send a letter to everyone who has written me, but instead, hopefully, through this letter I can reach some of the children and adults who have given me the strength to continue.

Darryl Stingley

Why write a letter?

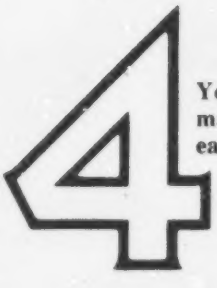
Here are ten good reasons.

It is the best way to organize your thoughts in an orderly fashion.

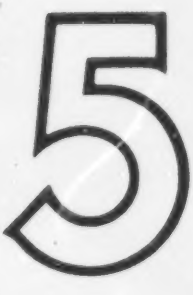


It provides a record of exactly what you said.

People tend to hear what they want to hear in a conversation. A letter is specific.

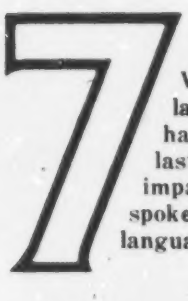


You can make copies easily.

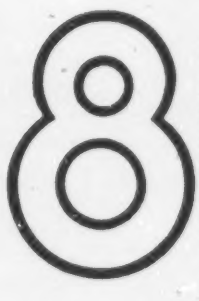


You are more likely to take appropriate action if someone writes you a letter.

A letter provides a dated record for future reference.



Written language has more lasting impact than spoken language.



What you say in haste or anger is often difficult to retract. You can correct a letter and remove words you might later regret.

Letters from loved ones recall happy shared memories.

A letter is still one of the most economical ways to communicate.

Dear Abby on letter writing

One of America's most prolific letter writers is Abigail Van Buren, whose column, "Dear Abby," is the most widely syndicated column in the world.

Thousands of people of all ages and in all circumstances write letters to her each year—sometimes desperately seeking advice, and other times just blowing off steam. Her replies, both the ones she publishes and the ones she answers personally, usually demonstrate a combination of compassion, wit and wisdom.

Here's what "Dear Abby" has to say:

"While letter writing may be a chore to some people, there are occasions when the written message is the only proper means of communication.

"My talent as a writer was developed through writing letters. I was—and still am—a compulsive letter writer. As soon as I receive a letter, I must answer it.

"When a letter is pushed aside to be answered 'later,' the answer is sure to lack enthusiasm and freshness. Perhaps one of the reasons I enjoyed writing letters was that I always had the materials I needed. Stationery, a good pen (and a typewriter, later, thank heavens!) and postage stamps and a dictionary.

"Writing letters helped me to sort out my thoughts, to use the English language more effectively, to improve my spelling and vocabulary and sentence structure, and to keep my wits sharp.

"It also brought joy to others, and you know that's the surest way of bringing joy to yourself! After I was married and left home (Sioux City, Iowa for Minneapolis), I wrote a letter to my parents every day of their lives as long as they lived. And after my parents died, I learned that they had kept every one of my letters!

"Not everyone can write letters that are literary masterpieces. But anyone can acknowledge a gift, express sympathy and accept (or decline) an invitation—and do it properly—if he [or she] follows a few basic rules.

"The important thing about letter writing is to say what you want to say so you can be easily understood, and say it so it sounds like *you*.

"No one can project your personality into a letter for you. That you must do yourself. Don't be afraid to use a 'conversational' style in your writing. Write as though you were talking! Your correspondents will appreciate it.

"The cornerstone of psychiatry is 'getting it out of one's system.' You may 'talk' it out. Or you may 'write' it out. If you feel hostility toward someone, by all means sit down and tell 'em off in a letter. Then put the letter aside and read it 24 hours later. But the chances are you will have cooled down, and your purpose will have been served in merely writing the letter. Most people who write a letter in haste and in anger live to regret it. If you are emotionally upset and feel like writing—write by all means. But think twice before mailing it.

"If I could leave you with only two precious little 'hints' on writing letters:

"(1) Never begin a letter with 'Well you know I hate to write letters . . .' or 'I really don't have anything to write about, but here goes . . . .' Those phrases are childish and insulting.

"(2) In closing, never write 'I suppose I have bored you to death, so I will close now . . .' or 'I have rambled on enough for now, so I had better close this letter.'

"For those who are not very imaginative, but want to keep up a correspondence with someone away in the service, or away at school, or simply someone who has moved out of town, clip interesting, humorous or unusual items and cartoons from newspapers and magazines to send along with the letter. Your correspondent will appreciate your thoughtfulness.

"The important thing is to write that letter. And don't put it off. It's later than you think."

Abby

If you want to write to Abby, her address is:
Abigail Van Buren
132 Lasky Drive
Beverly Hills, CA 90212

Freelance writer Carol Baker has been published in 35 newspapers in the United States, Canada, Australia and New Zealand. Research for her travel stories has taken her to more than 70 countries around the globe.

Her credits include two semesters at sea as professor of journalism and public relations officer for World Campus Afloat, and tours editor for the 1975 Rand McNally Traveler's Almanac.

Before launching her career in journalism, Ms. Baker taught high school French, mathematics and English for seven years.

As a result of a year in France and four years in Spain, she speaks both French and Spanish fluently.

Ms. Baker says her writing career really began when she was 12 years old and won first prize for an essay about the problems created by alcohol, in a contest sponsored by Alcoholics Anonymous.

"Send me a post card," friends say, as you are about to go off on vacation or wing your way to another land.

Sometimes you do. Sometimes you don't. Yet post cards, which originated nearly 100 years ago, are today as much a part of travel as luggage, passports, airline tickets, or gasoline credit cards.

They serve several purposes: to remind people you are thinking about them, to assure them you have not lost your way, to entertain, to bring a touch of fantasy to folks wrapped up in routine back home, to prove you have actually been somewhere, or to serve as emergency substitutes for photographic memories.

A post card is basically two parts—the medium and the message. The card itself may represent a subject realistically or present a pleasant illusion. It may be large or small, black and white or color, depending on your mood and motive. The selection is relatively easy.

The message is the hard part. Writing a post card well requires effort. Mark Twain once said, "I didn't have time to write you a short letter, so I wrote you a long one."

Descriptions of weather and landscapes and expressions of affection are traditional. Nearly every traveling teenager has penned the "loving" message to his parents, "Miss you. Please send money." And the ex-wife has written to her former husband, "You have everything I ever wanted in a man. Please forward check immediately."

But there are many possibilities for post card communication. An imaginative way with words may produce a poem, a joke, a story, a dialogue, a day's schedule, political news, menu descriptions, and perhaps even a few foreign phrases for flavor.

When you don't feel creative, plagiarism is allowed: e.g. "Athens is beautiful, but the Acropolis is in ruins." With a bit of luck, your reader may not have heard the joke before.

If lost for words, you can always draw a map, a diagram, a cartoon or a sketch.

Or try a play on words, like the young man obliged to leave his fiancee behind who wrote: "Having a wonderful wish. Time you were here."

For those public relations post cards, take a little extra care to avoid a Freudian slip. One man wrote to his mother-in-law: "This island is paradise. Happy to be here. Glad you are there."

Post cards reveal a lot about the sender.

The economists will probably write (on a complimentary card from a hotel or restaurant) in a tiny, hard-to-read script. However, they'll be happy knowing they sent more words for their money.

Philanthropists may have post cards printed ahead of time as checks. On holiday all they have to do is fill in the amount and sign their names. The number they choose to write may say a great deal about their mood and the degree of friendship.

Efficiency experts may leave a number-coded list of greetings with friends and relatives. Then writing the cards is easy: 7, 18, 23 relates a complete message as long as the receiver consults his code. Or they may have post cards preprinted with several greetings. Then while on vacation they simply circle the appropriate greeting, apply a postage stamp and drop the card in the mailbox.

Everyone makes mistakes. Even post card writers. If you're unhappy with what

you've written, rather than begin again you can pay for your mistakes. The procedure is simple. Buy a large batch of stamps and cover up everything you've written except for your signature. Receivers may enjoy the stamps so much that they'll forget about trying to uncover the message.

Some cards are genuine works of art. A post card museum in Canaan, Connecticut displays post cards from foreign places as well as a collection of older cards which make you want to travel back to the "good old days." Hobbyists will enjoy the book "Picture Post Cards" by Marian Klamkin, who claims that post card collecting is almost as popular as coin and stamp collecting.

Post cards, like any written communication, may make a friendship even stronger. They are like letters, which as John Donne says, "More than kisses,

letters mingle souls;
For, thus friends absent speak."

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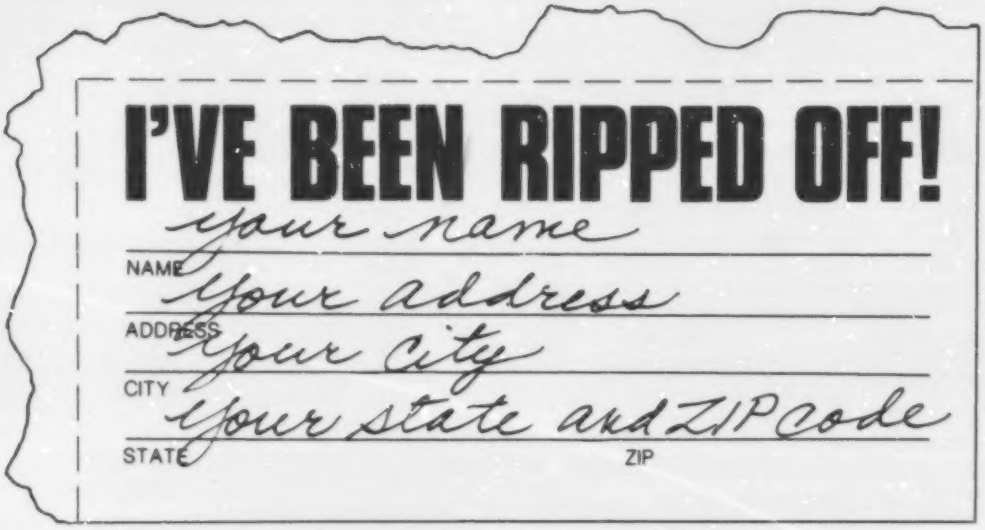


You thumb through a magazine and spot a mail order ad for just the thing you've been looking for—it's a peach of an item and the price is right.

You clip the coupon, enclose your money order, and mail your letter. You wait and wait and wait. Nothing comes. Or the item finally arrives and you wish it hadn't. It bears absolutely no resemblance to what was described in the ad. You ordered a peach and got a lemon.

You think, "I've been ripped off!"

What can you do?

Don't just "forget about it" as so many people do because they're too embarrassed to report the ripoff, or regard the loss as too insignificant, or just don't know where or to whom to turn for help.

You should contact the United States Postal Inspection Service, the government's oldest law enforcement agency.

Ever since the Mail Fraud Statute was enacted in 1872, the Inspection Service has sought to protect the public from swindlers using the mail to carry out their schemes.

The primary objective of the Postal Inspection Service in the area of mail fraud is directed at uncovering evidence of outright frauds or false advertising which could be presented to the Justice Department for criminal prosecution or to the Postal Service Law Department for regulatory action under the postal false representation statute.

Additionally, the Inspection Service furnishes help to consumers who complain of problems in mail order transactions which do not appear to involve a clear violation of law.

The Inspection Service notifies mail order merchants of complaints alleging failure to receive ordered merchandise or promised refunds. The procedure encourages immediate settlement of such claims. Since it began, the program has resulted in satisfactory resolution of most customer's complaints.

It should be pointed out that most mail order firms are legitimate and deeply concerned about dishonest promoters. Frequently, customer complaints do not uncover a scheme to defraud the customer, but merely reflect poor or sloppy business practices on the part of the mail order firm.

All complaints received by the Inspection Service from the public alleging fraud or misrepresentation of products and services sold by mail are reviewed to determine if an investigation should be initiated, or if the problem can be resolved. In each instance, the customer is notified as to the action taken.

If you have a complaint regarding a mail order transaction, contact your local postmaster, who will put you in touch with the nearest Postal Inspector, or write:

Chief Postal Inspector
United States Postal Service
Washington, D.C. 20260

If you'd like to learn more about some of the commonly used mail order schemes, write to the Chief Postal Inspector for *Postal Inspectors Protect Consumers*, and *Fraud and the Business Community*.

GOT A CONSUMER PROBLEM?

WRITE ON!

Everyone has a problem from time to time with purchases. A new transistor radio goes dead. A part breaks on your bike, and the local dealer says it's no longer in stock. You send in money for mail order merchandise, and it never arrives. What do you do?

Grousing to your friends may make you feel better, but it probably won't solve the problem. Often, however, a letter will.

If your purchase was made locally, phoning or revisiting the store is the first step and will probably bring the fastest results. But many consumer problems go unsatisfied at the retail level, especially when nationally manufactured or mail order merchandise is involved. In these cases, a letter can work wonders—and gain satisfaction for you.

All reputable businesses agree: They want to hear legitimate complaints. It enables them to pinpoint trouble spots and remedy them. Further, they know that if they can keep your goodwill, the chances of your buying from them in the future are increased. And they are well aware that people talk to people, and that this "word-of-mouth" advertising can ultimately make or break a company.

So, for these very practical reasons, the smart company will not only listen to you but also do its best to remedy your problem.

Consumer Letters: How to Make Them Work.

1. Find out the address of the company. Most companies now make it a practice to include their address on the merchandise, or on the carton in which the item was packaged. Barring this, check for an address on the warranty (if there is one) or sheet of instructions or directions.

If these routes fail, ask the retailer from whom you bought the item to give you the manufacturer's address. Retailers' stock books often include this information.

An alternative is to ask your librarian for aid. There are many reference books that list manufacturers' information, including addresses (see the **Best Tellers** List on page 56).

2. Direct your letter to a specific person, if you can; if not, direct it to the "Customer Relations Manager" or "Consumers Affairs Office" of the company. While every company may not have an office with these exact titles, your letter will get to the right department.

3. Your letter must contain all the important facts. Many consumer letters concentrate on "blowing off steam," but are short on facts.

What facts should you include? Here's a helpful suggestion from the Director of Consumer Goods and Services of the United States Department of Commerce:

"I would suggest . . . that when writing letters of inquiry or complaint, the writer put himself or herself in the shoes of the person to whom the letter is directed and ask: 'Do I have all the information I need to make an accurate and positive response? Are all the relevant facts in the letter? Are such facts clearly stated?'"

And here are some suggestions from the Consumer Affairs Office of the Proctor & Gamble Company:

"A good consumer inquiry or complaint letter is one that is easy to read and easy to understand. If written well, the letter

The following is a good example of a well-written and effective consumer complaint letter

September 6, 1979

Get the name of a specific employee, if you can.

Mr. G. S. Cleveland
Customer Relations Manager
Montgomery Ward & Co., Inc.
619 W. Chicago Avenue
Chicago, IL 60607

Mention the model number.

How long have you had the product?

Dear Mr. Cleveland:

Some time ago, in early 1978 my father bought me a Model 60-1248 Ward bicycle, and I have taken good care of it ever since.

It hasn't held up the way it should, and I am really disappointed in it. I have had trouble with flat tires, a seat which keeps coming loose, and a frame which is bent.

I talked to the salesman in the Fremont store, where my father bought the bicycle, but he told me that nothing could be done, since the bicycle is now over a year old. I still think that this bicycle has not held up the way a $90 bicycle should, and I would like to know what I can do about it.

Mention the store where you bought it.

Very truly yours,

Steve Jones

Say what the specific problem is.

Steve Jones
100 Main Street
Middletown, OH 45042

A brief letter, which includes the essential facts, gets attention and action!

makes known at once why it was written; it leaves no doubt what the question or problem is because it's a plain letter which is courteous and friendly. A complaint letter should be concise, giving complete information on the product including the product's form, size and code number (found on the package), correctly addressed to the company and signed with the name, address and phone number of the person writing the letter.

"Key to the good letter is writing in simple everyday English; avoid being pompous. Write neatly or type the letter; many handwritten letters are difficult to read. Your letter is most effective when brief and businesslike and such mail can usually be answered more quickly."

—and the response it brought:

September 10, 1979

Mr. Steve Jones
100 Main Street
Middletown, OH 45042

Dear Mr. Jones:

Thank you for your September 6 letter regarding the Model 60-1248 bicycle your father purchased from our Fremont store.

We are sorry that you have been having some trouble with your bicycle, and would like to do what we can to correct these problems for you.

I am sending a copy of your letter to our Fremont Store Manager, Mr. J. A. Best, with a request that he get in touch with you and see that you are taken care of, in compliance with our company policies. I am also sending a copy of your letter to our Regional Vice President, Mr. J. B. Gelling, for his information.

Since the quality of our merchandise is involved, I am also advising the appropriate members of our merchandise organization, so they can check this model bicycle, to see if we can prevent disappointing any other customers.

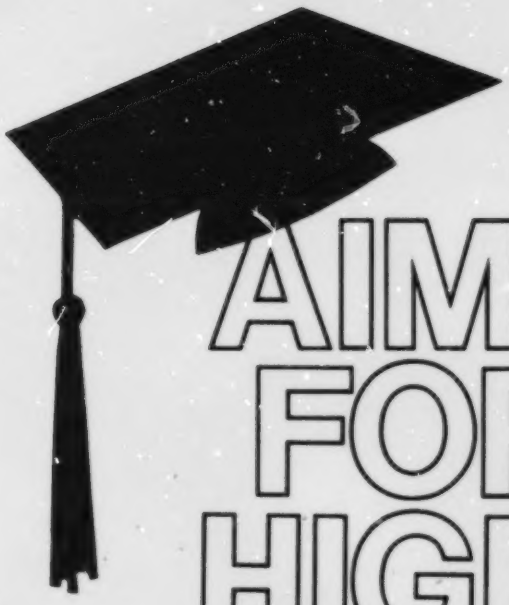
We appreciate your writing to us about this problem.

Sincerely,

G. S. Cleveland

G. S. Cleveland
Customer Relations Manager

GSC/ed



AIMING FOR A HIGHER EDUCATION?

WRITE ON!

Gaining admission to college or trade and technical schools can be a hassle, but you can make things a lot easier with well-written letters of inquiry and application.

If you don't know which school best suits your needs, meet with your guidance counselor. After reviewing your qualifications, he or she will suggest reference materials containing general information. If you want more details, you should write for school catalogs. All it takes is a single sentence.

(Date)

Director of Admissions
(School)
(Street Address)
(City) (State) (ZIP Code)

Dear Director:
Please send me your school's catalog.
Sincerely,

(Signature)
(Name)
(Street Address)
(City) (State) (ZIP Code)

After you have decided which schools you would like to attend, the next step is to write a letter of application. You should write to all schools in which you are genuinely interested, but only after you have checked with your guidance counselor to discuss whether the schools meet your needs.

Letters of application should be brief, but should include:

1. Your class and high school.
2. When you plan to enter school.
3. Your intended major or general field of interest.
4. Request for an Application for Admission.
5. Request for a school catalog if you don't already have one.
6. Request for financial aid application forms and a waiver of the application fee, if appropriate to your financial situation.
7. Your name and home address, including your ZIP Code.

(Date)

Director of Admissions
(School)
(Street Address)
(City) (State) (ZIP Code)

Dear Director:

I am a senior at (name of your high school) and, after I graduate in June 19—, I would like to attend (name of the school) in the fall of 19—. I expect to major in (name of the major or general area of interest).

Please send the necessary application forms, school catalog, and any other materials pertinent to applicants for admission.

Would you also send the application forms for requesting financial aid and a form for waiving the application fee?

Thank you.

Sincerely,
(Signature)
(Name)
(Street Address)
(City) (State) (ZIP Code)

If you can, visit any school that you are seriously planning to attend. Most schools encourage visits and many will arrange for you to tour the campus and sit in on classes, if you request an appointment far enough in advance. The following letter is the type you might write after you have received the application form.

(Date)

Director of Admissions
(School)
(Street Address)
(City) (State) (ZIP Code)

Dear Director:

Thank you for sending the application form and related information about (name of school).

I am seriously considering attending (name of school) and I would like to visit the campus and sit in on some classes.

I could visit on Monday and Tuesday (month and dates) at any time convenient to you.

Please let me know the time and date.

Sincerely,
(Signature)
(Name)
(Street Address)
(City) (State) (ZIP Code)

There are many excellent sources for additional information about school admission. Some of these are:

College Admissions Assistance Center
888 Seventh Avenue
New York, NY 10019

College Entrance Examination Board
888 Seventh Avenue
New York, NY 10019

National Association of Trade and Technical Schools
2021 L Street NW
Washington, DC 20036

If you'd like helpful tips for tomorrow's college students and information on how to visit your prospective college during vacation, write for "Wish I'd Known" and "Hints on Summertime College Prospecting!"
Both are available from:
Office of Public Relations
University of Rochester
Rochester, NY 14627

(See the **Best Tellers List** on page 56 for reference books that describe schools and the studies they offer.)

22-23

JOB LETTERS: Good ones get results

by
Joyce Lain Kennedy

No stranger to many students, Joyce Lain Kennedy's syndicated column, "Careers," appears in daily newspapers across the nation.

She also is the executive editor of Career World 1 and 2, the major periodicals about education and work used in schools and colleges throughout America.

Interviews get jobs, but letters help to get interviews.

This means that among the most important letters you'll ever write are the ones to employers that open doors to the jobs you want.

Effective letters make the employer want to meet you. Poor letters are thrown in the wastebasket.

Since your letter of application is an employer's first impression of you, why not make it an outstanding sales tool?

Here are a few tips:

1) All good job application letters are neat, with each word correctly spelled. Use simple, direct language. Organize your letter and present the information clearly. You may have to rewrite it several times before it reflects your strongest assets.

2) If possible, type your letter. If you can't type, try to get someone to type it for you. If you must write it in longhand, be sure your penmanship is legible. Never send a duplicated letter or carbon copy—the employer will consider it impersonal.

3) When possible, address your letter to the person who will make the hiring decision. If you can't find out who will make the hiring decision, address your letter to the most appropriate person—the department manager or personnel director, for instance. You can obtain the name of the appropriate person simply by telephoning the office and asking. Check the spelling of the addressee's name, as well as the name and address of the organization, to be sure they are correct. If you are answering a blind newspaper box ad, simply write "To whom it may concern:".

4) Keep a copy of each job letter you write for future reference.

5) Tell your story in terms of the contribution you can make to the employer. Don't tell the employer you are looking for an interesting, rewarding job. Everybody is!

6) Your letter should indicate the position you're applying for, and reasons why you think you can do the job well. (In the case of summer employment, state the periods of time you would be available for work.)

Two Types of Job Application Letters

There are two basic forms of job application letters. The first—often called a covering, or transmittal, letter—accompanies a resume.

A resume—pronounced REH-zoo-may—is a series of written statements that tells employers how your skills and personal assets meet their needs.

A resume is a sort of self-advertisement, a calling card. A good one answers three main questions employers want to know about you:

- Can you do the job? (Do your work skills and education support your claim of being able to do the job?)
- What are your work habits and attitudes?
- Can you get along with others on the job?

A resume should tell employers why it is to his or her advantage to invite you to come in for a face-to-face interview.

The second type of job application letter stands alone—it does not include a resume. For convenience, we can call this an independent job application letter.

Covering Letters

A covering letter that is sent with a resume should not be too long—three or four paragraphs are plenty. This letter should emphasize an appropriate strength or skill you may only have touched on in your resume.

A covering letter allows you to "slant" your background more precisely to a particular job than does an all-around resume. In brief, a covering letter does not repeat your resume but sums up what you have to offer and acts as an introduction to your resume.

A covering letter should always ask for a job interview. Ask the employer to reply,

or state that you will follow up with a phone call to arrange a job interview. Examples of good covering letters and resumes are on pages 24 and 25.

Independent Job Application Letters

The independent job application letter is not commonly used by experienced job seekers, but is sometimes used by students who may not be familiar with resumes.

If you choose this approach, your letter should include the same type of information found in resumes. Employers prefer short letters—one page, or two pages at the most. The same rules of neatness, grammar and salespersonship mentioned for covering letters apply to independent job application letters.

Now that you know the general rules for writing an effective job application letter, why not put them to good use and apply for a job? Remember, writing a good job application letter can be among the most important correspondence in your life. It can literally change your life by helping you land the job which will make possible all your other goals and lifestyle aspirations.

1901 Salamander Avenue
Tucson, AZ 85799
March 29, 1979

Mr. Theodore Brown
Director of Personnel
Cityside Bank
Tucson, AZ 85701

Dear Mr. Brown:

Past experience in working with the public, accurate typing skills and an energetic enthusiasm to master new skills and knowledge, give me a background which, I believe, would make me a productive employee of your bank.

My resume is enclosed with further details.

Because there is no one to answer the telephone at my home much of the time, I will call you at 3:30 on Monday, April 7 to find out whether and when I may present myself for an interview. I hope this meets with your approval as I eagerly look forward to discussing possible employment with you.

Sincerely yours,

Penny Hunter

Example of covering letter sent when no job has been advertised.

PENNY HUNTER

1901 Salamander Avenue 602-899-1798 Tucson, Arizona 85799

Offering typing skills, a strong sense of responsibility, the willingness to learn any assigned task, energy and a cheerful outlook. Seeking position as office assistant where these qualifications will be assets.

education	Will graduate in the top third from Wilson High School in June 1979. Best grades and most enjoyed courses: English, Spanish and Algebra. A's in all courses during last semester. Learned to type 55 wpm accurately, and am now working at home to increase speed through daily practice.
summer and part-time employment	In 1978 was waitress at Howard Fondson restaurant. Previous summer worked as mother's helper. For past two years have worked after school at Flower Clean Drycleaners. All employers were complimentary about quality of my work and my general helpfulness.
related experience	Member of editorial staff of Wilson High yearbook and newspaper. Member of Spanish Club. Had major student responsibility for health careers section of school Career Fair program, which involved making all arrangements for speakers and company booths. Faculty coordinator said I did an outstanding job.
other accomplishments and assets	As Senior Girl Scout, have served as assistant to leader of younger troop for past three years...Most enjoy myself when very busy... Teachers say I am a fast learner...Have always made friends easily...Missed only three days of school during past four years...Hope to continue my education through evening hours as work permits.
personal data	Excellent health. Well groomed. Enjoy reading, jewelry-making, tennis and music.

Example of resume for high school graduate seeking first full-time job.

Reprinted by permission of Career World.

5 James Court
Minneapolis, MN 55456
October 15, 1979

Mr. William C. Armore
Personnel Director
Worthwhile Directory Service, Inc.
1716 June Street
Minneapolis, MN 55478

Dear Mr. Armore:

My resume is enclosed in response to your advertisement for office workers in today's Minneapolis Gazette.

You will note that I have the clerical experience you request. My references will vouch for the fact that I pay careful attention to getting my work done correctly and on time. My attendance record is also excellent.

I look forward to talking with you, and will call you on October 17 to see when it would be convenient.

Yours truly,

Robert M. Fletcher

Robert M. Fletcher

Enclosure

Example of covering letter for student seeking part-time job when employer is known.

ROBERT M. FLETCHER
789-3990
(after 2 p.m.)

5 James Court
Minneapolis, MN 55456

Available for part-time work immediately; can work full-time during summers.

OBJECTIVE

Part-time office clerk where careful attention to detail, good typing skills, cheerfulness and reliability are desired.

EDUCATION

An senior at Tellemont High School, studying English, business machines, bookkeeping, business law, algebra and French. Completed the following business education courses with grades of A's and B's: Typewriting--beginning and intermediate--and introduction to business.

EXPERIENCE

Part-time and summer editorial assistant and shipping clerk for Blue Ribbon Newspaper Service, Minneapolis. Copyreading and maintenance of customer files were main duties. Also responsible for bi-weekly shipment of editorial material to 1,500 newspapers. Company moved to Chicago. Asked me to relocate, but that was not possible because I want to continue my education. October 1978 - August 1979.

As volunteer for Humane Society, gained experience operating OCR (Optical Character Recognition) machine, computer typewriter, adding machine and duplicator. Also performed general office duties after school and during summers. May 1976-August 1979.

Serve as voluntary secretary and treasurer of the Saturday Morning Bantam and Junior League at Dalmer Bowling Alley, Minneapolis. Learned calculating and maintenance of statistical information. 1979 to present.

RELATED EXPERIENCE

Now vice-president of Tellemont school chapter of Office Education Association. In 1979, was chairman of school ecology paper drive--Tellemont collected the most scrap paper of any in the school district, 16 tons.

PRIMARY AIMS AND ASSETS

Former supervisors and some teachers have described me as having unusually mature judgment...successful performance of any task brings great satisfaction...not afraid of hard work...expect to attend college locally and continue working part-time.

PERSONAL DATA

Born 1963...excellent health...enjoy swimming, bowling, films and meeting new people. Reference upon request.

Example of resume for student seeking part-time job.

LETTERS TO THE EDITOR

If you're bugged by an article that doesn't tell it "like it really is," or you're opposed to an editorial position, or you feel strongly about a public issue and want to influence others, write a letter to the editor.

This simple device, so often taken for granted, is what American democracy is all about. It gives everyone a chance to sway public opinion and affect the course of events. That is a right that men and women have sacrificed their lives for.

And editors welcome letters from readers, even those that disagree with what was written in their newspaper or magazine. Letters help editors measure the reaction of readers to the content of their publication. They are the source of many constructive ideas, and those that are published sometimes make for the liveliest and most informative reading in the publication.

Just as there is no guarantee that what you write will, in fact, persuade people, there is also no guarantee that your letter will be published. What are your chances of your letter being read and published?

The chances are excellent that it will be read, if not by the editor, then by an assistant. Whether it is published or not depends on how effective it is and the amount of space available.

Your chances will be enhanced, however, if you follow some common-sense rules.

1. Be prepared. Spend some time reading letters already published. Pick out the ones that you find particularly interesting and meaningful, the ones that make you stop and think. Then ask yourself *why* these letters captured your attention.

2. Be brief. Refer succinctly to the article or editorial that prompted your letter and get to the point fast and in no uncertain terms. Say what you think in the first paragraph, better still in the first sentence.

3. Be relevant. Agree or disagree as strongly as you wish, but once you've made your point stay there. Don't wander from subject to subject. Don't clutter the letter with extraneous matters.

4. Use moderation. As one successful "Letter to the Editor" writer points out: "All letters should be sober and rational for their best effect. The letter of commendation should not gush, the letter of protest should not rage, the letter of complaint should not whine."

5. Emphasize facts. While it's true that everyone has a right to their opinion, it's also true that opinion supported by facts will make your letter more likely to be published and heeded by the readers. One way to acquire the necessary facts is to set up a "Fact File" on subjects in which you are interested and to draw from this file when you're composing your letter to the editor.

6. Where appropriate, call for action. After you've made your point and supported it with facts, call for some definite action by the readers or by the group or person involved in the subject of your letter.

7. Write promptly. Editors have no interest in stale letters. Letters to daily newspapers should be mailed within a day of the article or editorial that prompted them. Letters to weeklies should be mailed within two days and letters to monthlies should be mailed within a week, since these publications are usually prepared and printed well in advance of their publication dates.

Letters of Inquiry are as simple as ABC

There's no secret to writing an effective letter of inquiry. Here are some guidelines.

Be direct. State briefly the subject of your inquiry in the first sentence. Long-winded explanations as to why you want the information are not needed. It's also unnecessary to get gushy in expressing your appreciation. Both waste the reader's time. Read the letter opposite and note its directness and brevity.

Be clear. Use short, simple sentences that get directly to the point. It's a good idea to use a separate paragraph for each item requested.

Be precise. Asking for "all the information available" on a subject is not as effective as spelling out precisely what you want. This is especially true when writing to government agencies, national associations and large business organizations.

Be sure to include your name and address in the letter. Quite often the envelope with your return address is discarded or lost. Also be sure that your name and address are legible and that you include the correct ZIP Code.

(Date)

Director—Public Affairs
Bureau of Sport Fisheries and Wildlife
Department of the Interior
Washington, DC 20240

Dear Director:

I am a high school student and I am preparing a report on endangered species.

I would appreciate your help in obtaining the following materials:

1. General background information.
2. A bibliography and additional source references.
3. Illustrations of endangered species.
4. A list of programs available to students who wish to participate in protecting endangered species.

Thank you for your assistance.

Sincerely,
(Signature)
(Name)
(Street Address)
(City) (State) (ZIP Code)

Archaeological digs . . . and boating rigs.
Bicycle tips . . . and foreign trips.
Career exploration . . . and conservation.
Diet hints . . . and making splints
Exploring the stars . . . tips about cars.
First aid rules . . . and power tools.
Gardening bits . . . and survival kits.
Historical sites . . . and glider flights.
Indoor plants . . . and student grants.
Jobs for teens . . . and music machines.
Kite flights . . . and women's rights.
Legendary greats . . . and genealogical dates.
Metric information . . . flags of our nation.
National Park spots . . . and caring for tots.
Olympic events . . . and old documents.
Pies to bake . . . and toys to make.
Queens and kings . . . and sporting things.
Raising pets . . . and fishing nets.
Sewing skills . . . and counterfeit bills.
Technicians galore . . . and Civil War lore.
Understanding clouds . . . escaping from crowds.
Vanishing herds . . . and spotting birds.
Wilderness tracts . . . and space age facts.
X marks the spot . . . and what's in the pot.
Youth hostel camps . . . collecting stamps.
Zoo populations . . . and natural formations.

Information from A to Z

Do you know what's needed for backpacking in a national forest? Need good source material for term papers? Do you know where to write for apprenticeship literature? Want to know how to get more miles per gallon of gas? How to make batik prints? Where to get information on boating rules?

The answers to these questions and a few thousand other subjects are available in books and pamphlets you can order by mail from the U.S. Government Printing Office (hereafter, GPO*), from the Consumer Information Center (hereafter, CI*), from various trade associations or foundations and from private business organizations.

The government publications are researched and written by people in the various federal agencies. Believe it or not, they're really good, informative and useful. Some are free, others are competitively and reasonably priced.

How do you get lists of such publications? Most public libraries keep an index of available government publications, and many school libraries also subscribe to this service. Lists of the publications appear in the **Monthly Catalog of United States Government Publications,** sold on subscription, and **Selected U.S. Government Publications.** Another list, issued four times a year, offers some 250 Federal consumer-oriented publications available. This is the booklet **Consumer Information.**

If your school or public library doesn't offer these services you can have your name placed on a list to receive some of them. To request the monthly **Selected U.S. Government Publications Lists,** send your name and address to:

Superintendent of Documents
Government Printing Office
Attention: "S.L." Mail List
Washington, DC 20402

If you want to obtain a free copy of the quarterly list issued by the Consumer Information Center of the General Services Administration, write to:

Consumer Information Index
Pueblo, CO 81009

There is an order blank on page 14 of each Index so the consumer can order the next edition.

Once you gain access to such lists, and have pored through them, it's easy to order the publications they offer. Order the publications by name and by the Stock Number, which is the number appearing just before the price. (If they are free, just be sure to list them by name and by the number appearing just before the magic word "free.")

When you order from either of the sources (GPO* or CI*), make out your check or money order to the Superintendent of Documents. (The money is all going to the same place, the U.S. Treasury.) Both offices are required to deposit your check within 48 hours of receiving it; therefore, if you receive your canceled check before you get the publication you've ordered, don't be alarmed. It will be delivered within the next couple of weeks.

Incidentally, be sure to include your name, address and ZIP Code. Care in ordering assures a swifter response. GPO and CI answer thousands of orders daily and accuracy is essential. Send check or money order, not cash or stamps!

Some prices listed are subject to change because of increased printing costs. If the price of your order goes up, they'll inform you. Your best chance to avoid such a delay is to use the most recent lists.

To order publications from the **Consumer Information Center,** the address is:

Consumer Information Center
Pueblo, CO 81009

To order from the Government Printing Office, the address is:

Superintendent of Documents
Government Printing Office
Washington, DC 20402

Now that you know there's a wealth of information available, try some of these A to Z's for starters.

Archaeological digs . . .

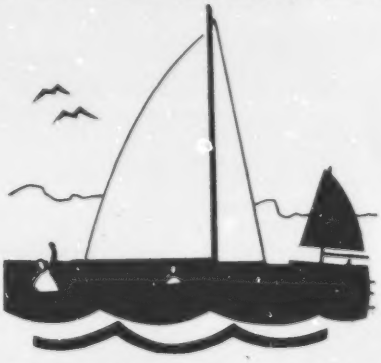
You'll probably never unearth the Lost City of Atlantis, but you might become a member of a team which adds an important new chapter to the history of mankind.

For information about archaeological digs or archaeology as a career, write to the **Archaeological Institute of America,** 53 Park Place, Eighth Floor, New York, NY 10007 or to the **Society for American Archaeology, College of Humanities and Social Science, University of Texas at San Antonio,** 4242 Piedras Drive East, San Antonio, TX 78285.

and boating rigs

Whether you're a landlubber or a seasoned salt, there's an ocean of information on boating, from how to tie knots to crewing aboard a three-masted schooner. Just launch a letter to the boating organization listed in the **Encyclopedia of Associations** (see the Best Tellers List on page 56) that best suits your nautical interest.

While you're at it, you might drop a line to the **National Marine Manufacturers Association, Public Relations Department,** 401 North Michigan Avenue, Chicago, IL 60611, for a decal listing safety measures,



which you can place prominently on your boat. Enclose a self-addressed stamped envelope.

There are many government publications on boating available free or at nominal cost. Check the list below:

The Skipper's Course (GPO* S/N 050-012-0050-6. $1.50. 94 pp.) This book tells you many things you need to know if you're planning to skipper your own boat someday. It is more than just a guide, it is a self-instructiona' program. It contains questions and answers on boating procedures, including tips on good safety practices, and navigation rules.

The following pamphlets are available free by writing to **Commandant** (G-APA-3/TP21), **U.S. Coast Guard,** Washington, D.C. 20593: **Emergency Repairs Afloat** (CG-151), **First Aid for the Boatman** (CG-525), **Coast Guard History** (CG-213), **Coast Guard in the Civil War.**

Bicycle tips . . .

The following organizations and publications are excellent sources for bicycle information ranging from competitive cycling to safety:

U.S. Cycling Federation
1750 East Boulder Street
Colorado Springs, CO 80909

This organization is the governing body of competitive cycling in the U.S.A. and represents 400 member clubs which sponsor bike races throughout the country.

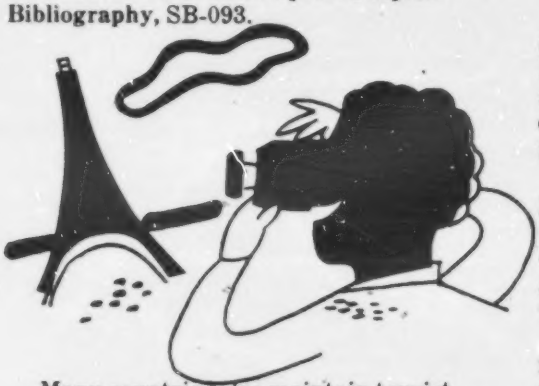
The Bicycle Manufacturers Association will send a safety set, which includes a safe driver's license and a pamphlet instructing the user on the care of a bike. Send 25¢, and a self-addressed stamped envelope to the **Bicycle Manufacturers Association,** 1101 15th Street NW, Washington, DC 20005.

League of American Wheelmen
P.O. Box 988
Baltimore, MD 21203
Bicycling for Everyone (GPO* S/N 050-000-00082-6. 55¢. 20 p.) Informative and well illustrated, this booklet gives safety hints for highways, byways and bikeways. Some of the problems, as well as the pleasures, of bicycling are also included.

and foreign trips

If you're interested in traveling abroad, or in making an "armchair visit" to faraway places, you can get a world of information by writing to foreign embassies. For names and addresses, check the Diplomatic List (Publication number 7894) published by the Department of State. If it's not available at your school or public library, you can get a copy for $2 from the GPO*.

The Department of State also offers brochures on approximately 160 countries. The pamphlets, at 70¢ each, include information on the country's land, people, history, government, political conditions, economy, foreign relations and U.S. policy. Also included: a profile, brief travel notes, map, list of government officials and a reading list. For a list of available pamphlets, write to the GPO* and request **Subject Bibliography, SB-093.**



Many countries also maintain tourist offices that can provide a wealth of general information. You can learn which countries maintain tourist offices by writing to the **Department of State, Office of Media Services, Public Inquiries Division, Bureau of Public Affairs,** Washington, DC 20520, or by checking with your local travel agency.

Here are some publications you'll find useful for your trip abroad:
You and Your Passport (GPO* S/N 044-000-01702-4. $1.10. 16 pp.). Prepared by the Passport Office of the Department of State, it explains how and where to apply

for a passport, when visas and immunizations are required, and other travel tips.
Customs Hints for Returning U.S. Residents: Know Before You Go (GPO* S/N 048-002-00073-1. $1.00. 30 pp.). Developed by the Bureau of Customs, it describes what items the overseas traveler may bring back duty free and in what quantities. It also lists restricted items and gives shopping pointers.

Career exploration . . .

What's the average pay for a secretary after two years of on-the-job training? How many job openings are there for skilled air-conditioning mechanics, or recent high school graduates with an interest in chemistry?

What experience is required to be a physical therapist?

The answers to these and hundreds of other questions about career opportunities and requirements are available from a wide variety of sources.

The following booklets can be obtained, free of charge, by requesting them by title from the **U.S. Department of Labor, Bureau of Labor Statistics,** Room 1539, 441 G Street N W , Washington, DC 20212, or at any of their regional offices (Atlanta, Boston, Chicago, Dallas, Kansas City (MO), New York, Philadelphia and San Francisco):
Jobs for Which a High School Education Is Preferred But Not Essential
Jobs for Which a High School Education Is Generally Required
Jobs for Which Apprenticeships Are Available

* GPO Superintendent of Documents, Government Printing Office, Washington, DC 20402
* CI Consumer Information Center, Pueblo, CO 81009

Jobs for Which Junior College, Technical Institute, or Other Specialized Training Is Usually Required
Jobs for Which a College Education Is Usually Required

Two excellent booklets on apprentice training are available, free of charge, from the **U.S. Department of Labor, Employment and Training Administration,** Room 10225, Patrick Henry Building, 601 D Street NW, Washington, DC 20213. They are: **How Apprenticeship Information Centers Can Help You.** Contains information about State apprenticeship centers, where they are located, and what services they can provide.

What You Should Know about Apprenticeships. Covers the operation, qualifications and opportunities available through apprentice training.

The Occupational Outlook Handbook, available in most schools and public libraries, discusses job prospects for more than 30 industries covering approximately 850 occupations. Information about each job listed in the **Handbook** is available in a reprint, average price 50¢. Each reprint discusses the nature of the work, what the job prospects are for the next ten years, personal qualifications and training required, working conditions, pay, what the chances are for advancement, and where the openings are. To obtain a free price list of available reprints, request **Need Information about a Career?** from the **U.S. Department of Labor, Bureau of Labor Statistics,** 441 G Street NW, Room 1512, Washington, DC 20212.

An excellent supplement to the **Handbook** is the **Occupational Outlook Quarterly.** Published four times during the school year, it covers new and emerging jobs, training and educational opportunities, salary trends, job prospects—in short, just what young people need to know to plan careers with a future.

If your school or local public library does not subscribe to the **Quarterly,** it can be ordered from the GPO. Cost of four issues is $4 and should be ordered by name: **Occupational Outlook Quarterly.** (Note: always request the latest edition.)

Many professional, trade and industrial organizations also provide guidance for young people who are interested in careers in their fields.

One example is a pamphlet entitled **Look into Journalism.** It is available, free of charge, by writing to **The Newspaper Fund, Inc.,** P.O. Box 300, Princeton, NJ 08540.

In order to find out which organizations offer career information, check the **Encyclopedia of Associations** (see the Best Tellers List on page 56.)

You can obtain a free copy of **The Directory of Accredited Home Study Schools** from the National Home Study Council, 1601 18th Street NW, Washington, DC 20009. This organization, dedicated to quality correspondence education, serves as a clearinghouse of information about home study courses and is approved by the U.S. Office of Education as a nationally recognized accrediting agency.

Two booklets that could steer your career path are offered free by the **National Association of Trade and Technical Schools,** 2021 K Street NW, Washington, DC 20006. One, titled **What's a Nice Girl Like You Doing in a Man's World?** suggests opportunities for women in trade and technical fields. The other is titled **How to Choose a Career . . . and a Career School.** Enclose a self-addressed stamped envelope if you request them.

Guidance material and a **Directory of Accredited Institutions** are available for the asking, if you enclose a self-addressed stamped envelope, from the **Association of Independent Colleges and Schools,** 1730 M Street NW, Suite 600, Washington, DC 20036.

and conservation

There are more than 100 conservation organizations listed in the **Encyclopedia of Associations** (see the Best Tellers List on page 56). Most of them are good sources of information and many, such as the **National Audubon Society Conservation Information Department,** 950 Third Avenue, New York, NY 10022, and the **National Wildlife Foundation,** 1412 16th Street NW, Washington, DC 20036, provide free or inexpensively priced materials on a broad range of conservation subjects.

Write for a free copy of the **Conservation Education Publications List,** so that you can decide which publications you want to request. **The National Wildlife Federation,** (Dept. P80), 1412 16th Street NW, Washington, DC 20036.

Perhaps the best overall source of information on conservation is the **U.S. Department of the Interior.** For addresses of the publications and audio-visual divisions in the various offices of all U.S. Government Agencies, check the **U.S. Government Manual.** If it's not available at your school or public library, it can be obtained for $7.50 by ordering S/N 022-003-00982-5 from the GPO*.

Tips for Energy Savers (CI* 612H. Free. 46 pp.) Contains hints for conserving energy in household heating, cooling, lighting appliances, etc., tells how much insulation you need and lists annual electricity use for appliances.

The **Consumers Guide to Federal Publications** contains many listings of publications on conservation, energy and the environment. (It also lists addresses of GPO Bookstores, as well as addresses you may use to request federal publications from other sources.) It's available free from the Superintendent of Documents, Washington, DC 20402.

Diet hints . . .

Should you diet? Only you and your doctor can answer. But, if you have questions about diets and nutrition in general, here are several publications that should provide many of the answers:

Food and Your Weight (CI* 122H. $1.00. 38 pp.). Suggestions for controlling weight, plans for nutritious weight reduction diets. It includes a table of calorie values for most common foods, a chart of proper body weights, and suggestions on computing your daily calorie requirements.

Exercise and Weight Control (CI* 121H. 60¢. 8 pp.). How to balance food intake and physical activity; establish an exercise program. Includes chart showing calories used per hour for various activities.

In Only Four Weeks (CI* 541H. Free. 6 pp.). Cautions against ineffective or dangerous treatments and devices for losing weight or reshaping the body.

Low Calorie Protein Diets (CI* 542H. Free. 3 pp.). Safety questions about low calorie protein products for weight loss; explains Food and Drug Administration labeling requirements.

An Introduction to Physical Fitness (CI* 123H. $1.00. 26 pp.). "Get-in-shape" exercises for a fitness program.

The Confusing World of Health Foods (CI* 543H. Free. 4 pp.). Discusses the claims for health, organic and natural foods; compares cost and nutritional value of health versus conventional foods.

Fats in Food and Diet (CI* 124H. 70¢. 10 pp.). Saturated and unsaturated fat content of common foods; effects of dietary fat on health, includes a cholesterol content chart.

*GPO Superintendent of Documents, Government Printing Office, Washington, DC 20402
*CI Consumer Information Center, Pueblo, CO 81009

Food Additives (CI* 545H. Free. 8 pp.). Why food processors add chemicals to products and how they are regulated. Steps to take to exert control over what goes into your food; definitions of the major categories of additives; an index of more than 130 additives.

Nutrition: Food at Work for You (CI* 547H. Free. 24 pp.). Sources and functions of major nutrients; how to estimate your daily food needs; tips on buying and storing food.

Proteins, Carbohydrates, Fats, and Fibers (CI* 549H. Free. 9 pp.). What they do, what they are, and food sources.

Food for Fitness: A Daily Food Guide (GPO* S/N 001-000-02882-1. 35¢. 2 pp.). Foods are sorted into four groups (milk, vegetable-fruit, meat, and bread-cereal) with the nutritional value of each item given.

A Primer on Dietary Minerals (CI* 548H. Free. 4 pp.). Describes minerals necessary for good health, lists best food sources.

Some Facts and Myths about Vitamins (CI* 550H. Free. 8 pp.). Examines popular and controversial claims about vitamins.

and making splints

If helping people in emergency situations appeals to you, you might want to investigate nursing and the paramedic field as a career. Two government publications offer related information:

Employment Outlook for Health Occupations (GPO* S/N 029001-02353-7. $1.50).

Health Careers Guidebook (GPO* 02930-00343-2. $5.25. 221 pp.). Overview of the health field, career planning, financial aid,

health careers, calendar, individual career descriptions, where to get information. Most of the book is comprised of individual career descriptions. Each includes information about job requirements and employment prospects. This edition reflects major changes in the health field—changes in the scope of occupations. Each occupation is described in detail and information is given about where to get additional materials so that you can make decisions early in life about career goals.

There's also a super booklet provided free by the **National Health Council, Inc.**, P.O. Box 40, Radio City Station, New York, NY 10019. Entitled **200 Ways to Put Your Talent to Work in the Health Field,** it provides information on more than 20 medical career areas and lists additional sources of information.

Exploring the stars . . .

A nifty little booklet, **A Career in Astronomy,** can be obtained free of charge by writing to the **American Astronomical Society's Education Officer: Dr. Henry L. Shipman, Physics Dept., Sharp Laboratory, University of Delaware,** Newark, DE 19711.

The GPO* also publishes many pamphlets and books on the subject of astronomy. Here are a couple examples:

Quasars, Pulsars, Black Holes, and HEAO's (GPO* S/N 033-000-00542-3. $1.10. 20 pp.). Many new discoveries have led to revolutionary theories about energy, matter and the origin of the universe. Quasars, pulsars and black holes are among these discoveries. This book contains explanations of what they are and how they were discovered. The book also describes High-Energy Astronomy Observatories (HEAOs) launched in 1977, which use X-ray telescopes to open a whole new world of stars to us. Color illustrations accompany the text.

Our Prodigal Sun (GPO* S/N 033-000-00569-5. 35¢. 14 pp.). Provides a brief introduction to the life and eventual death of the sun, discusses the sun as the possible source of all future forms of energy, and talks about the problems in obtaining pure solar energy.

and tips about cars

Here are several publications that will help you take better care of your own or the family car:

Automobile Batteries: Their Selection and Care (GPO* S/N 022-000-00067-5. 65¢. 13 pp.).

Car Care and Service. (CI* 103H. 90¢. 16 pp.). How to recognize symptoms of common automotive problems, tips on working with mechanics.

The Backyard Mechanic—Vol. I (CI* 101H. $1.25. 58 pp.). Illustrated step-by-step instructions on how to inspect your car for repairs, change the oil, tune-up, lubricate, and maintain the transmission, disc brakes, radiator, emission control devices, battery and automatic choke.

The Backyard Mechanic—Vol. II. (CI* 102H. $1.60. 72 pp.). Continuation of Vol. I, discusses care of brake systems, carburetor, ignition and air conditioning systems; also explains auto electrical system.

Battery Hazards. (CI* 502H. Free.). Tips on proper jump starting.

Gasoline: More Miles Per Gallon (CI* 513H. Free. 9 pp.). How a car engine works; gas selection; maintenance tips; ways to improve performance and lower costs.

Common Sense in Buying a Used Car (CI* 504H. Free. 19 pp.). Checkpoints for inspection before you buy; also discusses the odometer law and used car warranties.

Consumer Problems with Auto Repair (CI* 505H. Free. 8 pp.). What's being done to prevent auto repair ripoffs; ways to protect yourself; and what to do if your complaint is not resolved.

How to Deal with Motor Vehicle Emergencies (CI* 506H. Free. 20 pp.). How to handle emergencies, such as overheating, brake or steering failure, blowouts and fires.

Three Rules for Maximum Tire Life. (GPO* S/N 050-003-00119-8. 35¢. 12 pp.). Tips on how to get full, safe mileage from your tires.

Winter Driving Tips. (CI* 508H. Free. 12 pp.). How to prepare your car for winter and how to react to hazardous driving conditions.

First aid rules . . .

At one time or another, everyone is confronted by an emergency and the need to know first aid.

An excellent book on the subject is **Standard First Aid and Personal Safety.** It costs $2.50 and can be obtained through your local chapter of the American Red Cross.

Almost every medical association, such as the **American Medical Association,** 535 North Dearborn Street, Chicago, IL 60610, as well as many pharmaceutical and insurance companies, provides free or inexpensive materials on first aid. For example, you can get a free **First Aid Facts Chart** by writing to the **Consumer Service Department, Johnson & Johnson,** New Brunswick, NJ 08903.

The **Department of Defense** has published a book for use by the Armed Forces which is helpful for anyone. You can order the **Standard First Aid Training Course** from the GPO* (S/N 088-047-00260-2. $3.75. 157 pp.).

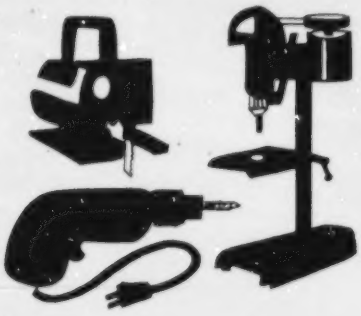
And the **Department of Interior's Mining Enforcement and Safety Administration** has a book describing and illustrating basic first aid procedures for over 25 specific injuries and conditions, titled **First Aid** (GPO* S/N 024-019-00017-0. $1.70. 66 pp.).

and power tools

If you're handy with tools, or would like to be, there are some worthwhile publications you can obtain through the GPO*.

* GPO Superintendent of Documents, Government Printing Office, Washington, DC 20402
* CI Consumer Information Center, Pueblo, CO 81009

Tools and Their Uses (GPO* S/N 008-047-00145-2. $1.95. 179 pp.). Provides descriptions, general uses, correct operation, and approved maintenance procedures for hand and power tools ranging from auger bits to wrenches. Prepared as a training manual for the Navy, it is profusely illustrated and easy to use.



Power Hand Tools (GPO* S/N 022-003-00902-7. 45¢. 24 pp.) provides tips on the selection of power tools and accessories. It discusses features and parts to examine when you shop, and the advantages and disadvantages of various designs. Illustrated, it also tells how to use power tools safely.

Framing a door or laying a floor? If you're doing-it-yourself, you'll find **Carpenter** (GPO* S/N 008-020-00487-1. $5.00. 196 pp.) a valuable source of information on construction techniques. Illustrated, it contains detailed instructions on working drawings and symbols, building layouts and foundations, frame and form construction, and roof systems and coverings.

Gardening bits . . .

If you're interested in planting a vegetable garden to help beat the high cost of food, or anxious to pick up some extra money by caring for lawns, or just plain turned on by the fun of seeing things grow, there's a bumper crop of gardening guides available to you through the GPO*.

Landscape for Living (GPO* S/N 001-000-02441-8. $6.85. 378 pp.). This cloth bound Yearbook of Agriculture contains more than 60 articles, all discussing different ways to use plants to improve your environment. Chapters deal with gardening, landscaping, attractive birds, brightening neighborhoods, rent-a-garden projects and many other topics.

Growing Vegetables in the Home Garden (GPO* S/N 001-000-02604-6. $1.75. 49 pp.). A step-by-step guide for selecting a site, preparing soil, choosing garden tools, planting and caring for the backyard garden. Specific instructions for growing more than 50 different vegetables are included.

Growing Ground Covers (GPO* S/N 001-000-00833-1. 35¢. 16 pp.). Contains descriptions of 38 different ground covers, along with care and propagation pointers.

Summer Flowering Bulbs (GPO* S/N 001-000-03833-8. 90¢. 16 pp.). Lists various popular summer flowering bulbs, along with directions for selecting, planting and care.

And from CI*, you may wish to order some of the following:

Fruits and Nuts. (CI* 563H. Free. 45 pp.). Illustrated guide to selecting, planting, and maintaining fruit trees, nut trees and berry plants.

Growing Your Own Vegetables. (CI* 565H. Free. 144 pp.). Everything you need to know about planning, planting and caring for more than 40 different kinds of vegetables.

Herbs (CI* 566H. Free. 7 pp.). Growing, drying and freezing 17 varieties of herbs; basic recipes.

Year-Round Gardening with a Greenhouse. (CI* 569H. Free. 88 pp.). Where to get building plans; how to heat, ventilate and shade; how to grow various flowers and tomatoes.

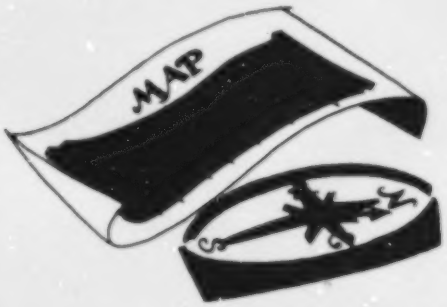
Organic Gardening—Think Mulch. (CI* 568H. Free). Growing crops without chemical fertilizers or pesticides; using organic mulches and fertilizers; starting a compost heap.

and survival kits

If you're a camper, backpacker or mountain climber, or if you spend a lot of time

"roughing it" outdoors, the following publications will teach you how to survive if you're lost or stranded.

Survival (GPO* S/N 008-070-00020-2. $2.50. 159 pp.) This survival manual written for Air Force personnel explains how to make shelters, where to look for water, how to signal for help, what flora and fauna you can eat to stay alive and how to obtain them, first aid procedures, how to make a raft.



Survival: Training Edition (GPO* S/N 008-070-00019-9. $6. 408 pp.) is the training manual for the book above. Larger in size and more detailed, it contains more of the reasoning behind the actions required for survival.

Outdoor Safety Tips (GPO* S/N 001-000-03427-8. 35¢. 13 pp.). And CI* offers a valuable pocket guide for **First Aid** (CI* 130H. $1.70. 66 pp.). Tells how to treat emergencies such as impaired breathing, bleeding, shock, heart attacks, burns, exposure, poisoning and how to move the injured.

Historical sites . . .

Here is your chance to rediscover America. More than 4,500 cities, towns and villages have restored many historical buildings and sites and attracted national interest in their area.

Colonials and Patriots: Historic Places Commemorating Our Forebears, 1700-1783 (GPO* S/N 024-005-00007-1. $5.55. 286 pp., 6 maps.).

Guide to U.S. Army Museums and Historic Sites (GPO* S/N 008-020-00561-4. $3.00. 116 pp.) This directory lists 64 U.S. Army Museums.

National Parks of the United States: Guide and Map (GPO* S/N 024-005-00696-6. 70¢. 30 pp.) Folder features a map of the U.S. locating all national parks, and a chart listing services, facilities, activities and up-to-date information on each park.

National Register of Historic Places, 1976 (GPO* S/N 024-005-00645-1. $13. 961 pp.)

Historic places in U.S. are organized by State, with selected photographs accompanying each section. Significant features of each historic place are described, along with a brief background history. This book is expensive and might best be on your school library shelf, accessible to everyone.

and glider flights

Gliding is a thrilling sport that has really soared in popularity in the past few years. A variety, hang gliding, is one of the fastest growing sports in America.

If you write to **The Soaring Society of America, Inc.**, Box 66071, Los Angeles, CA 90066, you can obtain information listing soaring schools, clubs and official SSA

representatives near you who can assist you in getting started in the sport. Included in the materials is a brief explanation of hang gliding and a list of introductory publications on a wide variety of gliding subjects.

* GPO Superintendent of Documents, Government Printing Office, Washington, DC 20402
* CI Consumer Information Center, Pueblo, CO 81009

One kit from the SSA is free, and it offers a directory of U.S. Soaring Sites and Organizations, a brochure, **How You Can Become a Glider Pilot,** and other information on the SSA. Another kit, which costs $2., contains information additional to that included in the free kit. Enclose a check or money order if you request the latter.

Indoor plants . . .

Indoor plants are "in." Your friends will be green with envy when they see your do-it-yourself terrarium and your lush planters. The following publications will show you how to grow both.

Selecting and Growing House Plants (CI* 129H. 75¢. 32 pp.). Illustrated guide for over 60 varieties of foliage, succulent and flowering plants. Instructions on potting, watering, fertilizing and propagating; glossary of terms.

Indoor Gardening: Terrariums, Hanging Baskets, and Plant Selection (GPO* S/N 001-000-03758-7. $1.70. 47 pp.).

Green Scene (GPO* S/N 024-005-00536-6. $1.20. 62 pp.). This **National Park Service** booklet describes the care and maintenance of common household and office plants, including the gardenia, African violet and rubber tree.

And here's a publication that should be of particular interest to anyone with a "green thumb." **Building Hobby Greenhouses** (CI* 127H. $1.00. 20 pp.) contains information on selecting, locating, constructing, lighting, heating and ventilating various types of greenhouses.

and student grants

Millions of dollars are available to students seeking financial aid to continue their education. The **College Blue Book,** available at your school or public library, lists hundreds of grants and scholarships made available through individuals, foundations, corporations, states and universities. It also describes the qualifications and procedures to be followed, including addresses for information.

The HEW Fact Sheet provides information on major programs of the U.S. Government for financial aid to students. It is available free of charge by writing to the **Office of Education, Program Development Branch, Division of Student Support and Special Programs,** 400 Maryland Avenue SW, Washington, DC 20202.

Need a Lift?, published by the **American Legion Education and Scholarship Program,** contains information on scholarships, fellowships, loans and part-time jobs available to students seeking financial assistance. It costs $1.00 (prepaid) and is a real bargain. It may be purchased through local American Legion Posts or Auxiliary Units, State HQ, or from **The American Legion, NEED A LIFT?,** P.O. Box 1055, Indianapolis, IN 46206.

If you have a way with words and you're considering a career in journalism, write for a free copy of the **Journalism Scholarship Guide and Directory of College Journalism Programs,** available from **The Newspaper Fund, Inc.,** P.O. Box 300, Princeton, NJ 08540.

One final note: if you're a student composer, **Broadcast Music, Inc. (BMI)**

answers questions about copyright protection, its Musical Theater Workshops in Los Angeles and New York City, BMI

Awards to Student Composers of concert music, and how to become eligible to affiliate with BMI as a song writer. Request the **Handbook for BMI Writers and Publishers** and enclose a self-addressed stamped envelope, to **Broadcast Music, Inc.**, 320 West 57th Street, New York, NY 10019.

Jobs for teens . . .

When and where do you start to look for a job? Where are the good places to check and how do you go about selling your talents? What kind of jobs are available? These and other questions are discussed in the following brochures you can order from CI*.

The Job Outlook in Brief (CI* 114H. $1.40. 35 pp.). Employment trends and prospects through 1985 for more than 250 different occupations.

Merchandising Your Job Talents (CI* 116H. $1.20. 24 pp.). Information on preparing a resume, writing a letter of application and interviewing.

Occupations in Demand (CI* 535H. Free. 8 pp.). Revised monthly. Lists the number of job openings for over 100 occupations and the cities or localities in which they are available.

Matching Personal and Job Characteristics (CI* 115H. 90¢. 16 pp.). How to choose the right career; includes easy-to-use chart for comparing your academic background and personality traits with job characteristics of, and requirements for, 281 different occupations.

Student Guide—Six Federal Financial Aid Programs (CI* 537H. Free. 19 pp.). Describes six grant and loan programs for college, vocational and technical school students; who is eligible and how to apply.

Tomorrow's Jobs (CI* 118H. 50¢. 19 pp.). Relationship between job prospects and education; discusses sources of assistance including public and private employment agencies, college placement offices and help wanted ads.

For some excellent guidance on how to write a good job application letter, read Joyce Lain Kennedy's article on page 22.

and music machines

Most manufacturers of musical instruments and many organizations devoted to music (check the Best Tellers List on page 56 for the appropriate reference books) will send you information for the asking or for a nominal charge.

For example, even if you can't play first base, you probably can learn to play the harmonica—an instrument that's been around for more than 4,000 years. It's portable, and wonderful accompaniment for campfire songs. All you have to do is learn which hole to blow into. Send a self-addressed stamped, letter-size envelope and ask for a free copy of **How to Play the Marine Band Type Hohner Harmonica,** from **M. Hohner, Inc.,** Department S, Andress Road, Hicksville, NY 11802.

Available from the same address is a booklet detailing official requirements for earning a scouting music merit badge.

Also available at no cost from the **American Music Conference,** 1000 Skokie Boulevard, Wilmette, IL 60091, are **Publication List, and Instrumental Odyssey** and **Music Revolution** (send a self-addressed stamped envelope).

The GPO* has information available too, in **Exploring Music Careers, A Student Guide Book** (GPO* S/N 017-080-01639-7. $1.30. 67 pp.).

Another GPO publication, **Performing Arts and Entertainment Related Operations,** (S/N 029-001-02100-3. 50¢. 18 pp.) gives the employment outlook for models, performing artists, actors and actresses, dancers, musicians, singers, occupations in

* GPO Superintendent of Documents, Government Printing Office, Washington, DC 20402
* CI Consumer Information Center, Pueblo, CO 81009

radio and TV broadcasting.

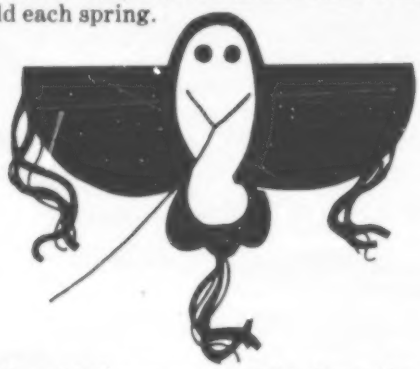
If you're a budding lyricist or composer and would like free information on how to secure a copyright for your work, write to the **Copyright Office, Library of Congress,** 1921 Jefferson Davis Highway, Arlington, VA 20559.

Finally, if you're mad about music machines, the Smithsonian Institution has published a delightful book. The subject is the development of music machines in America, from a 19th century Hicks barrel organ to the latest electronic instrument. It uses a multitude of photographs, drawings, old magazine advertisements, and other bits of memorabilia to bring to life the first selective coin-operated phonograph, the Regina Disc Changer, the Edison Gem Phonograph, the Victrola and the jukeboxes, besides the famous people who made the music that went into the machines. Called **Music Machines—American Style,** it costs $3.85, has 140 pp., and is available by requesting S/N 047-000-00182-0 from the GPO*.

Kite flights . . .

Go fly a kite and participate in a fascinating pastime that dates back to the beginnings of human culture. According to most experts, kite flying originated in the Orient. In ancient China, kites were used for a variety of purposes, from demoralizing a barbarian army to celebrating an eldest son's seventh birthday by flying away his bad luck on a kite. And throughout the ages, kites have been used in religious ceremonies, for distributing propaganda, to carry messages and in scientific experiments.

Today, kites are flown mostly for the fun of it. In Japan at certain times of the year, kite flying becomes a national craze. The air is filled with kites of all sizes and descriptions, ranging from some as small as coins to one that is 1,500 square feet and requires 120 people to fly. And the popularity of kite flying has spread to the United States, with a National Kite Week held each spring.



If you'd like some general information about National Kite Week, write to the **President, International Kitefliers Association,** 321 East 48th Street, New York, NY 10017.

and women's rights

Existing laws offer women protection against discrimination and proposed legislation, such as the Equal Rights Amendment, may add more. But legal measures cannot automatically guarantee equal protection in education, employment and other activities. This can only come about when women know their rights fully.

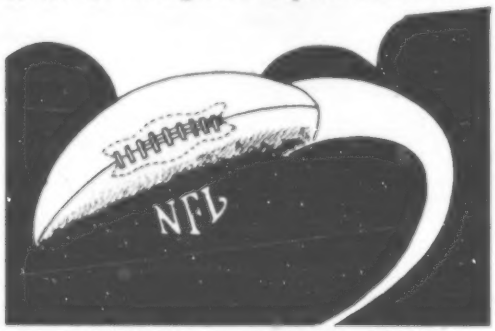
Information on women's rights is available from a number of government agencies and private organizations. **Student Guide to Title IX** (GPO* S/N 017-080-01710-5. $2.00. 45 pp.) briefly explains students' rights under Title IX, the 1972 law that prohibits schools from discriminating on the basis of sex. It is written for students of high school age and younger.

You can obtain several pamphlets on women's rights by writing directly to the **U.S. Department of Labor, Women's**

Bureau, 200 Constitution Avenue NW, Washington, DC 20210. For instance, **A Working Woman's Guide to Her Job Rights** outlines the Equal Pay Act and how it affects millions of working women. Others available upon request are: **Twenty Facts on Women Workers; Economic Responsibilities of the Working Woman; Women Workers Today; Brief Highlights of Major Federal Laws and Order on Sex Discrimination in Employment;** and **Three Charts.**

Legendary greats . . .

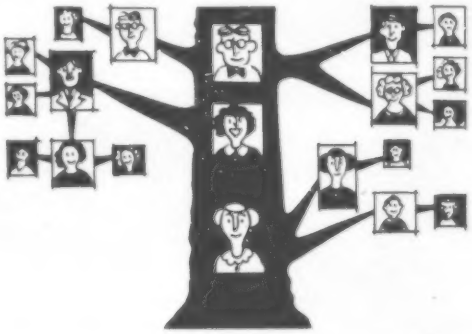
There's a Hall of Fame or museum dedicated to famous men and women from almost every field of endeavor, especially sports. Most are helpful in providing information about their organization and some provide detailed information about the members enshrined. Below are some of them, in case you visit the cities and want to browse through the trophies and the



memorabilia. Others can be found in the **Encyclopedia of Associations** (see the Best Tellers List on page 56). **International Tennis Hall of Fame and Tennis Museum,** Newport Casino, 194 Bellevue Avenue, Newport, RI 02840. **International Swimming Hall of Fame, Inc.,** 1 Hall of Fame Drive, Fort Lauderdale, FL 33316 (offers free literature, brochures, booklist of aquatic books, sent on request). **Basketball Hall of Fame,** Box 175U, Highland Station, Springfield, MA 01109. Send a self-addressed stamped envelope and request the free booklet **"Basketball Was Born Here."** **The United States Figure Skating Association,** Attention: Mr. Ian A. Anderson, Publications Director, 20 First Stree., Colorado Springs, CO 80906. **Football Hall of Fame,** 2121 Harrison Avenue NW, Canton, OH 44708. **Baseball Hall of Fame,** Cooperstown, NY 13326. **National Bowling Hall of Fame and Museum,** 5301 South 76th Street, Glendale, WI 53129. **American Softball Association Hall of Fame,** 2801 N E 50th Street, P.O. Box 11437, Oklahoma City, OK 73111. **Hockey Hall of Fame,** Exhibition Park, Toronto, Ontario, Canada M6K 3C3.

and genealogical dates

How to go about tracing one's ancestry has become a popular, engrossing project for many families ever since "Roots" appeared in print and on the television screen.



The following booklets may provide just the encouragement to get you started. All can be ordered from CI*, and some are free.
Family Folklore (CI* 116H. 75¢. 7 pp.). How to record family stories and traditions to supplement your genealogy.
Genealogical Records in the National Archives (CI* 630H. Free. 21 pp.). What records are available, how and where to get them.
Genealogical Sources Outside the National Archives (CI* 631H. Free. 8 pp.). Describes libraries, societies and books helpful in tracing the history of a family.
Where to Write for U.S. Birth and Death Records (CI* 171H. 70¢. 12 pp.). Addresses for state and territorial offices; how far back the records go; and what copies cost.

Metric information . . .

The need for a single worldwide coordinated system for measurements was recognized over 300 years ago when Gabriel Mouton, vicar of St. Paul in Lyons, France, proposed a comprehensive decimal measurement system. Since then, nearly every country in the world, with the notable exception of the United States, has converted to metric measurement.

In anticipation of an official adoption and conversion to the metric system in the United States, a vast amount of information is available on the subject. One of the best tools available is the NBS (National

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Bureau of Standards) Metric Kit (GPO* S/N 003-003-01736-1. $2.00). It contains a wallet-sized conversion card, 15 centimeter (6 inch) ruler, **What about Metric?,**

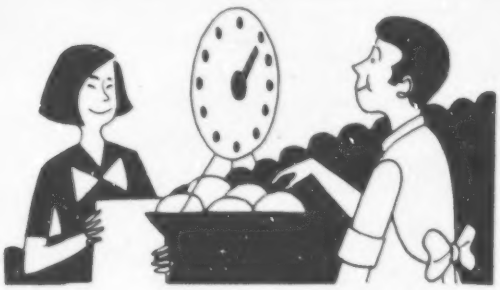


Chart of the Modernized Metric System, etc. These items can be ordered separately:

Modernized Metric System Wall Chart (GPO* S/N 003-003-01072-3. 65¢.) This colorful 29" by 45" chart illustrates the seven basic units of the metric system and includes common conversion tables.
Metric Conversion Card (GPO* S/N 033-003-01068-5. 50¢.) This plastic wallet-sized card enables you to convert to and from the metric system for length, area, mass (weight), volume and temperature.
For Good Measure. (GPO* S/N 003-003-01080. 60¢). This plastic 6 inch ruler compares metric and customary units.
What about Metric? (GPO* S/N 003-003-01688-8. 35¢. 14 pp.). This booklet describes why and where the metric system is used; contains a guide for estimating the most common household measurements, discusses everyday units of measurement, provides a visual comparison of metric and customary units of measurement, and emphasizes simple conversion calculations.
Brief History of Measurement Systems (GPO* S/N 003-003-01713-2. 50¢. 4 pp.). Includes a chart of the modernized metric system.

and flags of our nation

Most state historical societies (usually listed in the telephone directory) are excellent sources for detailed information about local and state flags and banners.

A particularly worthwhile booklet is **Our Flag.** It costs 80¢ and can be obtained from the GPO* by ordering S/N 052-071-00476-9. Reprinted recently by order of Congress, it features the story of our flag's origins and how it became the symbol of our nation. Full-color reproductions of state flags and early flags of the United States are also included. There are sections on flag laws and regulations, and how to display the flag properly.

National Park spots . . .

Some of the most beautiful, breath-taking spots and wonderful recreational facilities in the world are located in our National Park System.

Before you rush off to one of these magnificent sites, check what activities and facilities it offers. You certainly don't want to get where you are going only to discover that it doesn't offer what you expected.

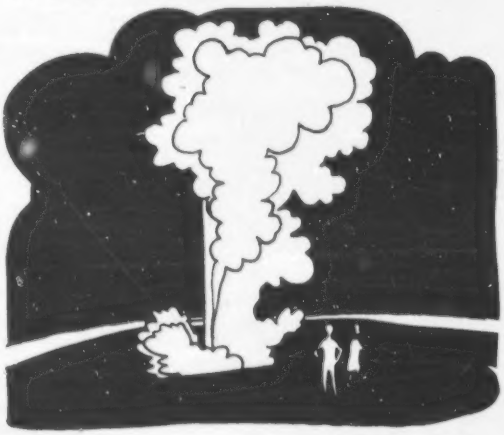
For general information, write for the **Index of National Park System and Affiliated Areas** (GPO* S/N 024-005-00689-3. $2.30. 80 pp.). It outlines the characteristics and data on every natural, historical, recreational, cultural and National Capital Park Area administered by the National Park Service.

For a handy, color-coded chart and a map that provides a thumbnail guide to the activities and facilities of nearly 300 parklands, write to the GPO* and order

National Parks of the United States: Guide and Map (GPO* S/N 024-005-00696-6. 70¢).

For information about pamphlets available on specific parks or landmarks, write for a copy of the **Subject Bibliography on National Park Service Folders,** SB-170, and for **Subject Bibliography,** SB-016, the **Historical Handbook Series.** Both lists are free. The publications which they list vary in cost, some as low as 35¢, others as high as $2 or $3.

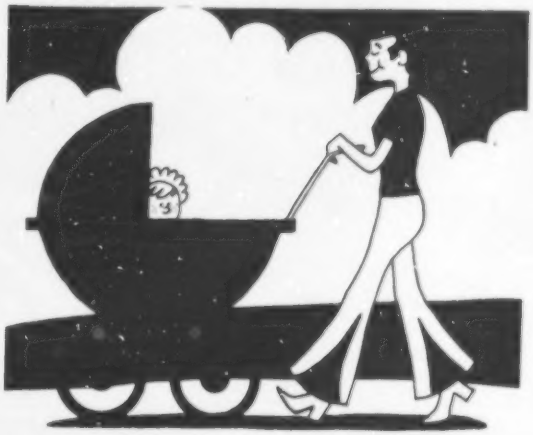
The **National Park Folders Bibliography** lists more than 40 subjects, ranging from the Appalachian National Scenic Trail to Yellowstone National Park. The **Historical Handbook Series** offers some 40 sites, shrines and monuments, such as the Aztec Ruins National Monument in New Mexico, and the Statue of Liberty National Monument in New York.



And the following publication deals with specific activities in parklands and forests: **Back-Country Travel in the National Park System** (GPO* S/N 024-005-00267-7. 80¢. 40 pp.). Manual for escaping the machine age into the "back-country" wilderness of our national parks. Includes a guide to back-country areas, and safety and travel preparation hints.

and caring for tots

If you're a teenager about to become one of more than one million babysitters in the United States, or if you're a veteran babysitter who would like to improve your skill, **The Pocket Guide to Babysitting** is for you. (GPO* S/N 017-091-00197-9. $1.20. 48 pp.). It holds all the information you'll need to become the "number-one" babysitter. It includes important tips on getting along with parents, insuring the safety of children, feeding, changing clothes, and important phone numbers to remember, and first aid in case of accidents. It also describes a variety of games and activities for children of all ages.



Carry this guide with you on your babysitting jobs. You will feel more confident. Parents will be impressed by your efficiency. You may even pick up their recommendations for a few more jobs.

Olympic events . . .

"Swifter, higher, stronger" is the motto of the Olympic Games, and every four years super-athletes smash seemingly unbeatable records. You will find the winners of all modern Olympic events, since they were resumed in 1896, in **The World Almanac and Book of Facts** (see the Best Tellers List on page 56). You can also write for a super 16-page booklet that answers hundreds of questions about the Olympics

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by sending a self-addressed stamped envelope to the **U.S. Olympic Committee,** 1750 East Boulder Street, Colorado Springs, CO 80909. The booklet, titled **The Olympic Games,** is free.

and old documents

Some of our most precious, meaningful documents, such as the Declaration of Independence, the Constitution, and the Bill of Rights—all facsimile copies—can be obtained for decorating your room. For a Subject Bibliography that tells you of

these and many other color lithographs and pictorial charts, write to the GPO* and request the **Subject Bibliography** (SB-144) titled **The American Revolution.** For example, it tells you how you may order a set of 10 posters depicting **Soldiers of the Revolution** for $5.55 or a portfolio of color lithographs depicting **Our Navy in Action** for just $4.00.

Pies to bake . . .

If you'd like to try your hand at baking pies, there's a vast range of free information and recipes available from commercial producers and growers of pie ingredients. Naturally, the information they send recommends the ingredients they produce. Nevertheless, most of the information is worthwhile and you have the option of using or not using the sender's ingredients.

With this in mind, check the **Encyclopedia of Associations** (see the Best Tellers List on page 56) for fruit growers (apple, cherry, peach, etc.) and sugar, flour and other pie ingredient producers. Most of them will either send you information or will direct you to one or more of their members who distribute the information you want.

You might also try writing to magazines, such as *Family Circle, Southern Living, Good Housekeeping, McCalls* and *Ladies Home Journal.* Most have a Consumer Service office to help you.

Other sources of free information are the large food companies such as General Foods and General Mills. You can obtain a Free Literature List, and a copy of **The Ultimate Fresh Fruit Pie** if you write to **Best Foods, a Unit of CPC North America,** Dept. LL-AAL, Box 307, Coventry, CT 06238.

Finally, the **Department of Agriculture** publishes a number of pamphlets on baking. One of these, **Breads, Cakes and Pies in Family Meals,** can be ordered from the GPO* (Order S/N 001-000-03915-6. $1.50).

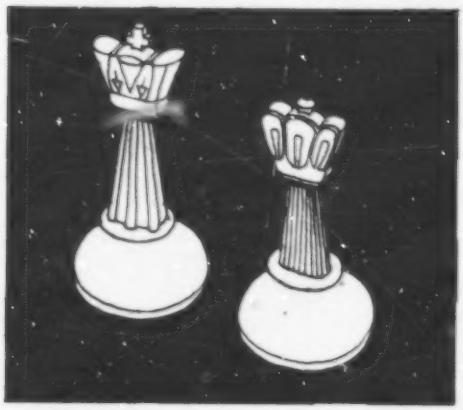
and toys to make

Toys and other craft materials needn't be expensive to be fun. Kids often get a bigger kick out of cornhusk dolls, apple dolls, and marshmallow figurines than costly gifts bought in the store. Besides, you'll have the satisfaction of making them yourself and saving money too.

For example, a free brochure, **Crafts and More Crafts** can be had for the asking from **Johnson Wax's Consumer Service Center,** 1525 Howe Street, Racine, WI 53403. The consumer education director at that office suggests you request this and other booklets by post card.

Queens and kings . . .

Rescuing queens, protecting kings, jousting with knights, battling bishops, defending castles and pushing pawns are all part of the ancient and honorable game of chess. If you're interested in learning how to play chess, finding out where you can join a Chess Club, entering a tournament or developing a better game, there



are many sources to write for information.

Every state has a chess association that provides information on a variety of chess subjects and events. If you can't find such a group listed in the telephone directory, write to the **U.S. Chess Federation,** 479 Broadway, Newburgh, NY 12550.

They have two free booklets which they will send you if you enclose a stamped self-addressed, legal-size envelope with your request.

One is titled **Let's Play Chess,** which is the USCF's official summary of the rules of chess, with a few tips on how to play winning chess. Another booklet, **100 Shortcuts to Chess Victory,** again requiring a stamped self-addressed legal-size envelope, shows how to win chess games in the very early stages, compiled by World Blindfold Champion George Koltanowski. Lots of games can be won in fewer than 20 moves.

If you send 50¢ for handling costs, the same organization will send you a copy of **Chess Life,** the official magazine of the U.S. Chess Federation. It contains chess news, games from recent events, tips on how to play better, and pictures and stories about all aspects of the game.

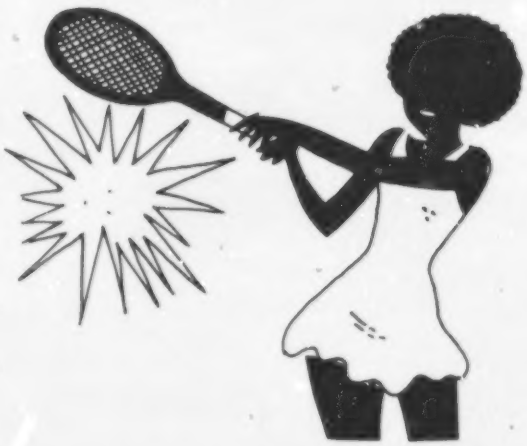
and sporting things

There are literally thousands of sources to write for information about sports. The complete list would fill several large volumes. Here are a few general pointers.

Sports publications are super sources. Some, such as *Boating,* are devoted to just one sport. Others, such as *Sports Illustrated,* cover a variety of sports. For a comprehensive list of sports magazines, ask your librarian for the appropriate volume of **Standard Rate and Data.** It contains the names and addresses of magazines ranging from Archery to Yachting.

Editors, especially those dealing with a single sport, will generally provide you with an answer to your question, or at least point you in the right direction. It's to their advantage to do so, since it helps to build the circulation of their magazine. However, one bit of advice: When writing to editors, don't waste their time with questions that you could answer by a trip to the library. Also, you'll increase your chance of a reply by enclosing a stamped self-addressed envelope.

Most professional teams and many amateur ones encourage inquiries about the team or the individual athletes. Inquiries help to develop loyal fans and fans mean attendance.



If you can't locate the address of a particular team, write to the sports editor of your local daily newspaper, or to the

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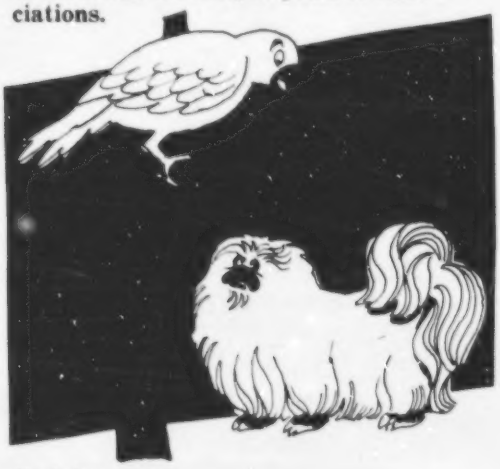
appropriate sports group listed in the **Encyclopedia of Associations** (see the Best Tellers List on page 56). Most of these groups will also provide general information about their particular sport.

Sports information, especially on rules and playing tips, is also available from most manufacturers of sporting equipment, or from the sports association to which they belong. Obviously, the manufacturers hope that you'll use their equipment as a result of the materials they've distributed. The materials are generally informative and usually free or moderately priced. For a list of sports equipment manufacturers and their related associations, check the **Encyclopedia of Associations.**



Raising pets . . .

There's enough information to fill Noah's Ark—and then some. And the sources are as varied as the pets.

Several hundred organizations concerned with the care and raising of pets, from alligators to zebra fish, are listed in the **Encyclopedia of Associations** (see the Best Tellers List on page 56). Some are devoted to a particular pet, such as the **American Kennel Club,** and some deal with a particular breed. There are over 100 dog breed clubs from Afghan to Yorkshire.

The **U.S. Department of Agriculture** has a number of publications on pets, everything from raising small farm animals to beekeeping. Some are free, others inexpensively priced.

One such booklet, titled **Selection and Care of Common Household Pets,** can be ordered from the GPO* (S/N 001-000-00665-7. 35¢. 24 pp.).

Most producers of pet foods and supplies offer materials on the care and raising of pets. A few, such as the **Gaines Dog Research Center,** P.O. Box 1007, Kankakee, IL 60901; the **Pet Food Institute,** 111 East Wacker Drive, Chicago, IL 60601; **Checkerboard Square,** St. Louis, MO 63188, provide a wide variety of kits and publications.

You can inquire what materials are available from these sources by writing to the Consumer Information Department at the appropriate address. For names and addresses of other commercial organizations in the pet food and supply field, check the Best Tellers List on page 56 for the appropriate reference source.

And here's something for someone who wants a dog or cat but can't afford high priced pedigreed animals. **The American Society for the Prevention of Cruelty to Animals (A S P C A),** as well as several other agencies offering pets for adoption, sometimes provide pups and fully grown dogs or kittens and cats for the asking, as long as they're convinced that the animal will have a good home. For details, write to the **A S P C A,** 441 East 92nd Street, New York, NY 10028. For names and addresses of related agencies, check the **Encyclopedia of Associations.**

You can get a free booklet, **Keeping Your Pet Healthy** from CI* (638H. Free. 4 pp.) which covers feeding, grooming and first aid; preventions, symptoms and treatment of fleas, ticks and worms; tips for getting the most out of a visit to the veterinarian.

and fishing nets

Whether you're a beginner or a modern day Isaac Walton, you'll net a healthy catch of fishing information from the following sources:

The **U.S. Fish and Wildlife Service** and the **National Park Service** offer several publications and audio-visual materials on fish and fishing. For information, contact the **Public Affairs Office** of both at the **U.S. Department of the Interior,** Washington, DC 20240.

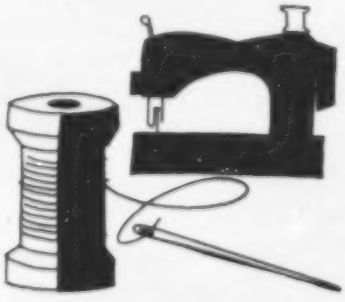
The **Sports Fishing Institute,** 608 Thirteenth Street NW, Washington, DC 20005; the **International Game Fish Association,** 3000 Los Olas Boulevard, Fort Lauderdale, FL 33316; and the **American Casting Association,** P.O. Box 51, Nashville, TN 37202, are among the many fishing groups listed in the **Encyclopedia of Associations** (see the Best Tellers List on page 56).

Every state has a wildlife agency which provides information on fishing, including license requirements. You can obtain a complete list of these addresses by requesting the **State Wildlife Agencies List** from the **Office of Conservation Education, Bureau of Sports Fisheries and Wildlife, Department of Interior,** Washington, DC 20240.

If you're really a lover of fishing, here's one of the best books available on the subject: **Sport Fishing USA** (GPO* S/N 024-010-00235-2. $10.00. 464 pp.). Each of the 41 sections in this beautiful book is written by an expert on the subject. You will discover what each sport fish looks like, what it eats, where it lives, spawns and

migrates. You will find tips on how to catch the fish you know are there, even when other anglers are catching nothing. The uses, pros and cons of various sorts of equipment are discussed, as well as how to cook a fish once you've caught it, the history of fishing, the work of fisheries and the programs for saving the millions of fish that die from pollution. The illustrations, half in color, help to make this an exciting, exceptional book.

Sewing skills . . .



A stitch-in-time means fewer clothing repairs and replacements. If you don't know how to sew, or would like to pick up

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additional skills, the following pamphlets are available:

Pattern Alteration, Guide for Leaders in Clothing Programs (GPO* S/N 001-000-00984-2. 75¢. 38 pp.).

Simplified Clothing Construction (GPO* S/N 001-000-00847-1. 70¢. 32 pp.).

And if you're in the market for a sewing machine, the following publications offer valuable pointers:

Buying a New Sewing Machine (GPO* S/N 001-000-02859-6. 35¢. 11 pp.).

Used Sewing Machines, A Good Buy (GPO* S/N 001-000-02894-4. 35¢. 7 pp.).

and counterfeit bills

What is the difference between the borders of genuine and counterfeit bills? What and where are the important features to examine on paper currency? What is the "acid test" that separates genuine coins from counterfeit ones?

The answers to these and other questions about money are contained in **Know Your Money**, a 19-page illustrated booklet prepared by the **United States Secret Service** (GPO* S/N 048-006-00008-6. $1.00. 19 pp.).

Technicians galore . . .

Did you know that technicians with just two years of specialized training can earn double the salary of the average high school graduate? And did you know that the demand for people with technical skills is growing twice as fast as the demand for any other group?

If you're interested in learning about technical careers requiring less than four years of college, write to the **Office of Education, U.S. Department of Health, Education and Welfare,** Washington, DC 20202, for a free copy of **25 Technical Careers You Can Learn in 2 Years or Less.**

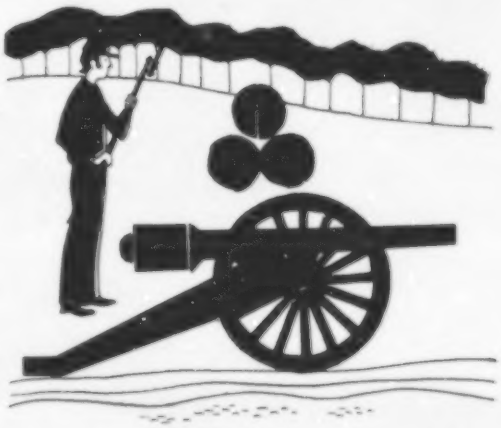
If you'd like to find out about schools offering training for technical careers, request detailed information from the following:

National Association of Trade and Technical Schools, 2021 L Street NW, Washington, DC 20036.

Accrediting Commission for Business Schools, United Business Schools Association, 1730 M Street NW, Washington, DC 20036.

National Home Study Council, 1601 18th Street NW, Washington, DC 20009.

and Civil War lore



Stand on the spot that marked the opening engagement between the Blue and the Gray and relive the First Battle of Manassas (Bull Run).

Manassas, Antietam, Chicamauga, Chattanooga and Vicksburg are among the many Civil War battlefields now administered by the National Park System. For a brief description of Civil War landmarks and historical sites that you can visit, see

the referral under **National Parks** on page 42. Also, you may request the **Subject Bibliography** (SB-192) from the GPO* titled **Civil War**, which has five pages of titles from which to select.

The next best thing to getting there is reading about it. **Subject Bibliography**, SB-116, is called the **Historical Handbook Series** and you can get it free from the GPO*.

For example, **Where a Hundred Thousand Fell** (S/N 024-005-00188-3) contains information and descriptive material on some of the scenes of four great Civil War battles. Within a radius of 17 miles, over 100,000 casualties occurred in the battles of Fredericksburg, Chancellorsville, the Wilderness and Spotsylvania Court House —all involving strategy and tactics beyond the understanding of the average soldier.

Understanding clouds . . .

How, why, when and where clouds form, and what shape they take, is the subject of a fascinating, full-color booklet published by the **National Oceanic and Atmospheric Administration of the U.S. Department of Commerce. Clouds** (GPO* S/N 003-014-00016-9).

And if weather phenomena are of interest to you, write to the GPO* for a free **Subject Bibliography** titled **Weather** (SB-234).

Typical of the booklets listed in SB-234 is **Hurricane: The Greatest Storm on Earth** (GPO* S/N 003-018-00077-6. $1.15. 20 pp.). No other atmospheric disturbance combines duration, size and violence more destructively than hurricanes. This well-illustrated, two-color booklet examines the nature of hurricanes, how they are born, how they are detected and watched, and what safety rules should be followed to save lives.

Other publications listed in the **Subject Bibliography** (SB-234) deal with earthquakes, flash floods, lightning, tornadoes, winter storms and weather forecasting.

and escaping from crowds

There are more than 150 National Forests and 300 National Parklands encompassing millions of acres ideally suited for "getting away from it all."

For detailed information on visiting National Forests in your part of the country, here is a list of **National Forest Service Regional Offices.** (Be sure to address them to the National Forest Service):

Alaska Region
P.O. Box 1628
Juneau, AK 99801

Eastern Region
633 W. Wisconsin Avenue
Milwaukee, WI 53203

Northern Region
Federal Building
Missoula, MT 59801

Southern Region
1720 Peachtree Road SW
Atlanta, GA 30309

Southwestern Region
517 Gold Avenue
Albuquerque, NM 87101

California Region
630 Sansome Street
San Francisco, CA 94111

Intermountain Region
324 25th Street
Ogden, UT 84401

Pacific Northwest Region
P.O. Box 3623
Portland, OR 97208

Rocky Mountain Region
Federal Center Building 85
Denver, CO 80225

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For information about **National Parklands**, see page 42.

If you are planning backpacking, river or trail exploration in wilderness areas, you should learn in advance which areas are available to you, the dangers to avoid and what regulations must be observed so camping will continue to be a joy for generations to come. Two **Subject Bibliographies** offer a broad range of topics, from **Access National Parks: A Guide for Handicapped Visitors**, to **Anglers' Guides, Diving Manuals, State Laws on Mopeds and Motorized Bicycles** and **Yellowstone Wildlife**, and can be requested free of charge from the GPO. They are listed in **Recreational and Outdoor Activities** (SB-017) and **Visitor Activities in the National Parks** (SB-089).

You might also write for specific details about camping opportunities from some of the many regional trail and mountain club groups listed in the **Encyclopedia of Associations** (see the Best Tellers List on page 56).

For example, if you hanker for Appalachian Trail hiking, you might write to the **Potomac Appalachian Trail Club** at 1718 N Street NW, Washington, DC 20036, or to the **Appalachian Mountain Club** at Five Joy Street, Boston, MA 02108. In the Northwest, you might contact **The Mountaineers**, 719 Pike Street, Seattle, WA 98101. When requesting information from such trail clubs, be sure to enclose a self-addressed stamped envelope.

And if you yearn for a Canadian Rockies experience, drop a letter to **Skyline Trail Hikers of the Canadian Rockies**, P.O. Box 3514, Station B, Calgary, AB Canada T2M 4M2, keeping in mind that many trails should be approached, *only* by experienced woodspersons, after careful planning and preparation.

Vanishing herds . . .

The Great Auk, the Plains Wolf, the Sea Mink, the Badlands Bighorn, the Passenger Pigeon and the Heath Hen, all have one thing in common. They're as dead as the Labrador Duck.

What causes a species to vanish? What happened to the 60 million bison that once roamed the Western Plains? Which animals are considered endangered? And what can you do to save the bald eagle, the sea lion, cougars, whales and other wildlife from extinction?

The **U.S. Department of the Interior**, Washington, DC 20240, publishes a variety of materials on wildlife conservation. The **United States List of Endangered Fauna**, for example, contains more than 400 native and foreign species of endangered animals. It is available free from the **Office of Endangered Species and International Activities, Department of the Interior**, Washington, DC 20240.

The Bureau of Sport Fisheries and Wildlife publishes a series of Conservation Note pamphlets on subjects such as **Protecting Our Endangered Birds, The Bald Eagle, The American Buffalo** and **Today's Threat to Our Nation's Wildlife.** A complete list of the subjects covered can be obtained by writing to the Bureau at the above address.

There are numerous organizations that provide free or modestly priced pamphlets and brochures on wildlife conservation. Here is a partial list:

National Audubon Society
950 Third Avenue
New York, NY 10022

Cousteau Society
777 Third Avenue
New York, NY 10017

National Wildlife Federation
1412 16th Street NW
Washington, DC 20036

The Sierra Club
Information Services
530 Bush Street
San Francisco, CA 94108

Animal Protection Institute of America
P.O. Box 22505
Sacramento, CA 95822

For a more comprehensive list, check the **Encyclopedia of Associations** (see the Best Tellers List on page 56.)

and spotting birds

Identifying birds, often referred to as "flowers that fly and dazzle the eye," provides hours of fun and enjoyment. It's something you can do almost everywhere and just about any time. And it's free.

Two popular books are published by the **Fish and Wildlife Service.** One, the beautiful book **Fifty Birds of Town and City,** is available in two forms:

Paperback (GPO* S/N 024-010-00332-4. $2.20); and clothbound (GPO* S/N 024-010-00382-1. $4.00). It provides full-color illustrations of birds ranging from the Baltimore Oriole to the Yellow Warbler.

The other book, **Ducks at a Distance: A Waterfowl Identification Guide,** provides pointers on the habitats, actions, silhouettes, colors and sounds of a wide variety of ducks and geese. (GPO* S/N 024-010-00442-8. $1.80).

Wilderness tracts . . .

Thanks to the Wilderness Act, nearly 11 million acres of wilderness in more than 60 areas of the United States are held in trust by the Forest Service for the use and enrichment of the American people. For example, you may wish to order **Search for Solitude, Our Wilderness Heritage** (GPO* S/N 001-000-03231-3. 85¢. 32 pp.). This booklet portrays the beauty of these scenic areas with full-color photos and describes their outstanding features.

and space age facts

Space exploration is still in its infancy. Two selected bibliographies that offer exciting information on discoveries already made, and plans for those to come, can be obtained free from the GPO*. Request **Subject Bibliography** (SB-297), titled **Space, Rockets and Satellites,** and **Subject Bibliography** (SB-222), titled **NASA Educational Publications.** These two publications offer booklets, such as **Apollo 13, "Houston, We've Got A Problem,"** which describes the exciting space voyage in April 1970 when an oxygen tank ruptured in flight—which might have caused a disaster (S/N 033-000-00165-7. $1.25. 25 pp.). GPO also has available a pamphlet, **Getting to Know Goddard,** an early pioneer in rocketry (S/N 033-000-00664-1. 35¢). You can buy wall charts and decals of space shots, and best of all, you can learn

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* CI Consumer Information Center, Pueblo, CO 81009

how space exploration has served this generation and will serve generations to come if you order the two **Subject Bibliographies** named above.

X marks the spot . . .

You can spot the hydroelectric plant on the Konkoure River in Guinea, petroleum and shipbuilding facilities in Yemen, and the lone airfield in the Galapagos Islands off the coast of Ecuador.

These and hundreds of other details of economic activity, land use, population density, major industries, major roads are depicted in a series of comprehensive maps of foreign countries produced by the Central Intelligence Agency (CIA). Individual costs of the maps range from 65¢ to $1.25.

To obtain information on how to order these CIA maps and numerous other maps of the United States and related information, you can order **Subject Bibliography** (SB-102) titled **Maps (United States and Foreign)** from the GPO* at no cost.

and what's in the pot

Hawaiian chicken, pizza presto, green eggs, guacamole, coffee can bread, hush puppies, crazy chocolate cake, Indian dessert and impossible pie are among the 100 tasty delights dished up in **Favorite American Recipes: Collection of Classics from Around the Country** (GPO* S/N 001-024-00197-0. $1.05. 79 pp.). Also available from GPO*: **Cooking for Two** (S/N 001-000-03698-0. $1.90.); **Family Fare: A Guide to Good Nutrition** (S/N 001-000-03777-3. $2.10); **Fish and Shellfish over the Coals** (S/N 003-020-0052-5. $1.25) tells you how to cook some of the bounty from our nation's lakes, rivers and oceans; and there's even a booklet of special recipes for people who are allergic to wheat, eggs or milk, called **Baking for People with Food Allergies** (S/N 001-000-03362-0. 35¢. 16 pp.).

To obtain a **Subject Bibliography** that lists the above publications and dozens of others, you can request from the GPO* SB-065, titled **Cookbooks and Recipes.**

Youth Hostel Camps . . .

American Youth Hostels, Inc., a nonprofit, nonsectarian membership organization, helps arrange bicycling, hiking and canoeing trips through a network of hostels that provide overnight accommo-

dations at fees ranging from $2 to $4, and somewhat more in the Teton ski country. AYH offers memberships for juniors (less than 18 years) and seniors (more than 65) at $7 a year and $14 for everyone else.

The idea sprang from a movement that began in Europe in the early 1900s, and has grown to a worldwide network of over 5,000 hostels. Of these, some 225 American hostels come in all shapes and sizes, from restored cabins to converted dance halls to life guard stations by old lighthouses.

Most hostels require members to bring their own sleeping bags, offer kitchens, dining areas and showers, and they *do have rules* in case parents are apprehensive.

One of the AYH's goals is to promote the idea of a gasless vacation.

For information about membership, the variety and location of hostels, write for **Hosteling, USA** from **American Youth Hostels, Inc.**, Delaplane, VA 22025.

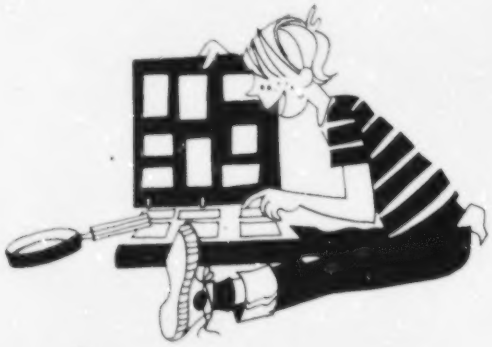
and collecting stamps

One of the best bargains for the price is **Stamps & Stories**, updated yearly by the

U.S. Postal Service, and available at your local post office for $3.50. It contains full-color reproductions of over 2,000 stamps as well as illustrated stories covering heroes, heroines and highlights in history that have been portrayed on stamps. The booklet provides information on all U.S. postage stamps, hints on collecting and the latest stamp values. It can also be ordered through the mail (add 50¢ for mailing) from the **Philatelic Sales Division, U.S. Postal Service,** Washington, DC 20265.

If you'd like to learn how to start a stamp club, you can write for a booklet from Dick Sine, Editor, **The American Philatelist,** P.O. Box 800, State College, PA 16801. He will also send information about the many services provided for stamp collectors by the **American Philatelic Society.**

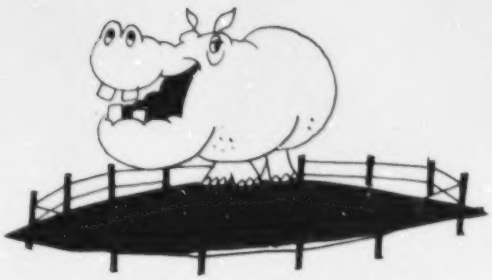
Most communities boast local stamp clubs, and some more experienced philatelists are happy to share their knowledge and expertise—and swap stamps—with youthful newcomers to the world's most popular hobby.



For information on how to enroll in a correspondence course on Beginning Stamp Collecting, you can write to the **Department of Independent Study, Pennsylvania State College,** State College, PA 16801.

Zoo populations . . .

Caring for the rare, exotic, and sometimes ferocious animals, reptiles, birds and fish that populate our nation's zoos and aquariums is a highly specialized field of work. If you have a way with creatures great and small and want to look into the subject, you can write for **Zoo and Aquarium Careers** and **The Purpose of Zoos & Aquariums.** Enclose a self-addressed stamped envelope with your request to **The**



American Association of Zoological Parks and Aquariums, Oglebay Park, Wheeling, WV 26003.

and natural formations

Earth's inner mysteries continue to intrigue and delight us. Here again, the GPO* offers several pamphlets that will give you the lowdown on geological phenomena, such as **Volcanoes** (S/N 024-001-00261-2. 35¢. 10 pp.).

Others worth looking into are **The Interior of the Earth** (S/N 024-001-02607-4. 35¢.), and **Geysers** (S/N 024-001-02029-7. 65¢.) and **Collecting Rocks** (S/N 024-001-00234-5. 35¢. 7 pp.).

Special Note:

There is a minimum charge of $1 for all mail orders from the GPO*.

Prices appearing in this issue of **All About Letters** were in effect as of November, 1979. Government documents' prices are subject to change without prior notice. Therefore, prices in effect when your order is filled may differ from prices on the list. Since it is not feasible to change prices shown on Government documents in print, the price may differ from the price in effect when your order is processed.

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*GPO: Superintendent of Documents, Government Printing Office, Washington, DC 20402
*CI: Consumer Information Center, Pueblo, CO 81009

Public officials welcome letters. You're doing them a favor when you write your views—clearly and thoughtfully—because letters are one of their major means of gauging public opinion. And you're doing yourself a favor, too, because your letter helps public officials represent you better.

Suppose you want to write to the President of the United States. The address on the envelope and the letter should be:

The President
The White House
Washington, DC 20500

Sometimes it's more effective to write to the Senators or Representatives from your state. You can ask your teacher or librarian for the names of your Senator and Representative, or you can write to any Senator or Representative who is interested in the particular problem you want to write about. The addresses should be:

(Name of Senator)
Senate Office Building
Washington, DC 20510

(Name of Representative)
House of Representatives
Office Building
Washington, DC 20515

Many books in your school or public library can provide the correct forms of address for other public officials. But no one will complain if you leave out an "Honorable" or address him (or her) merely as "Dear Mr. (Miss, Mrs., Ms.) Jones." It's what you write that counts, and if you present your thoughts with care and sincerity, public officials will take them seriously. If you're a United States citizen, it doesn't matter whether or not you're old enough to vote.

Sometimes it's useful for you to have a copy of a letter you write. Let's say you write a letter to a government official requesting information. Or a letter to a business firm ordering merchandise. A copy of that letter could prove valuable. The company might send the wrong item. Or charge too much. Your copy will help you deal with whatever problem arises.

How can you make a copy? The easiest and cheapest way is to make a carbon copy. When you type a letter, you can make more than one carbon copy if you wish—three is about the limit for clear copies. Extra copies are handy to send to other interested people. Example: You write to a federal agency about a project in your area. You might send copies to your senators and representatives. If you do, you should note somewhere in the letter that you are sending copies and to whom you are sending them. Often that mere mention is enough to spur action.

If you don't use carbon paper, you can make copies on a copying machine. They are available in many places, such as public libraries and supermarkets. These copies cost more than carbon copies.

You can use your copies to establish a correspondence file. It's a fine way to keep track of what you've written and what others have written to you. It's great practice for doing things in a businesslike way.

Many letter writers "choke up" and try to compose formal, flowery sentences when they write a letter to a business or government official. Instead, write simply and clearly. In fact, your writing should approach your speaking language. It's livelier and therefore more interesting.

A personal touch makes all your letters more interesting. If you provide news of your life or well-thought-out views of events and issues, your correspondents will reciprocate.

Little tricks can help keep letters coming. And everyone likes to get letters. You can write to a friend, for instance, "It always makes me feel good when the mailman leaves a letter from you." If someone wrote that to you, could you resist the invitation to reply?

You can present your opinion of some matter and say, "Well, that's my view of it. What's yours?" Or come right out and say—even in a business letter—"I hope to hear from you soon."

If you really want to speed up a reply to your business letter, send a self-addressed stamped envelope of business-letter size. Fold it and include it with your own letter. Business people feel greater obligation to answer soon if they get a self-addressed stamped envelope.

The Best Tellers List

"Knowledge is of two kinds: we know a subject ourselves or we know where we can find information upon it."—Samuel Johnson.

If you know what information you want but you don't know where to address your letter of inquiry, here are some helpful, easy to use references. Most are available at your school or local public library.

United States Government Manual describes the purposes and programs of most government agencies, boards, commissions, committees, quasi-official agencies and certain international agencies. Also provides handy guides for obtaining additional information.

Encyclopedia of Associations contains information on more than 17,000 trade, professional, labor, fraternal, patriotic, citizen and social action organizations. Acts as a "switchboard" to connect persons seeking information with highly qualified sources who are usually aware of information before it is printed in books or periodicals.

The Monthly Catalog of United States Government Publications is issued by the Government Printing Office and sold by subscription.

Selected U.S. Government Publications is a 16-page magazine that lists and describes between 100-150 popular government titles in one issue. To get your name on the list to receive this by mail free each month, send your request to: Superintendent of Documents, Government Printing Office, ATTN: "S. L." MAIL LIST, Washington, DC 20402.

Consumer Information is a quarterly list issued by the Consumer Information Center for the General Services Administration of the U.S. Government. Many publications listed in the Selected Publication List (above) also appear in this brochure —if they have to do with consumerism. Many of the publications it offers are free, others at a very nominal charge. There is an order blank in the pamphlet. To get your name on the list to receive this free service, write to: Consumer Information Index, Pueblo, CO 81009. Be sure to include your name, address and ZIP Code.

Popular Publications for the Farmer, Suburbanite, Homemaker and Consumer is a booklet published by the U.S. Department of Agriculture. Once you receive a copy of this pamphlet, more popularly called "List No. 5," you can order 10 of the publications from its pages at no charge. Address your request to: U.S. Department of Agriculture, Office of Communications, Room 507A, Washington, DC 20250.

Ayer Directory of Publications lists nearly all daily and weekly newspapers, as well as consumer, business, technical, trade and farm magazines published in the United States. **Editor and Publisher** and **Standard Rate and Data** are also excellent sources of information about publications.

Who's Who in America provides biographical sketches of 80,000 leading executives and officials in government, business, education, religion, the press, civic affairs, law, athletics, art, music and science. In most cases, a home or office address is provided.

Standard & Poor's Register, Dun and Bradstreet Directories, and Thomas Register of American Manufacturers are among the many directories that list the headquarters, officers, directors and products of leading business corporations. The **Standard Directory of Advertisers** is a handy reference if you know the trade name but not the manufacturer.

The College Blue Book gives narrative descriptions of more than 3,000 colleges in the United States and Canada. Procedures are given for filing admission applications. Campus facilities and costs are discussed, and a map of each state and province is included. In Part 1, under the name of each college, appears a list of subject areas for which degrees are offered. Part 2 offers an alphabetical listing of subject areas for which degrees are granted by one or more institutions of higher education.

Barron's Profiles of American Colleges offers a complete guide of over 1,475 colleges and universities. It offers an overview of each school. It provides information about admissions requirements, costs, financial aid, programs of study, student life, campus environment, intercollegiate sports and transfers.

Barron's Guide to the Two-Year Colleges lists Junior Colleges, Community Colleges, Technical-Vocational Institutes, Business Schools and Four-Year Colleges and Universities with two-year programs. It offers information on associate degree programs, commuter data, and it also lists schools with developmental and remedial programs.

The Education Directory for Colleges and Universities, issued annually by the National Center for Education Statistics of the Department of Health, Education & Welfare, offers current information on institutions in the U.S. and its outlying areas that are legally authorized to offer and are offering at least a one-year program of college-level studies leading toward a degree. Most school and public libraries offer this valuable book.

How to address mail properly

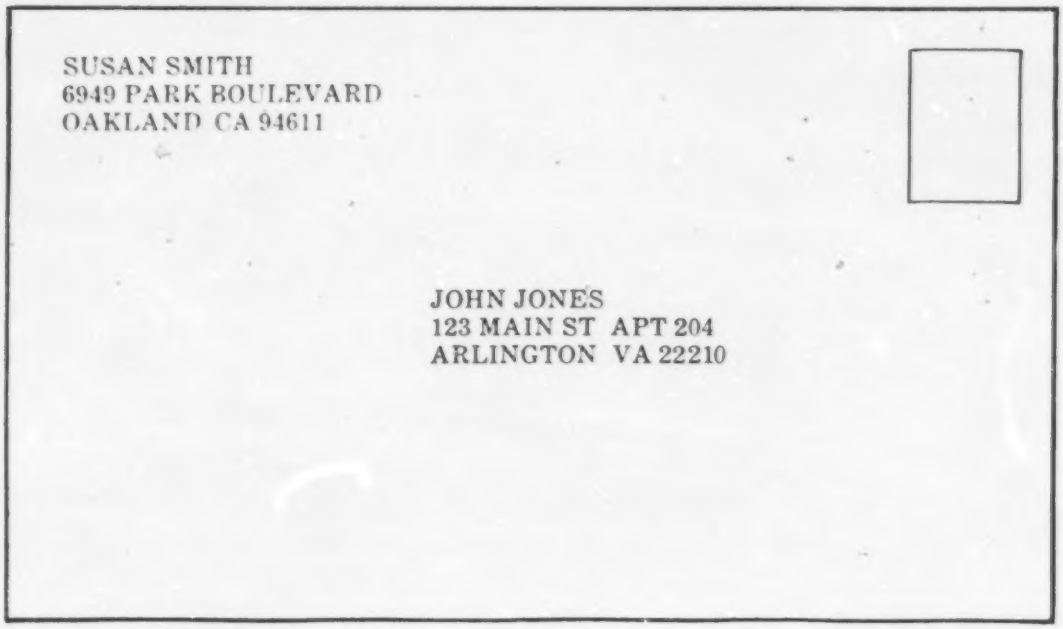
To be properly addressed, all letters, flats (large envelopes) and parcels must contain a destination address and a return address with the following information, in the sequence and position indicated:

Return Address

1. The sender's name (person and/or organization).
2. The sender's street address, post office box number or rural route number.
   If the mail is from an apartment house, office building or multi-dwelling, the unit number should appear to the right of the street address.
3. The sender's city, state and ZIP Code number.

Destination Address

1. The recipient's name (person and/or organization)
2. The recipient's street address, post office box number or rural route number.
   If the mail is going to an apartment house, office building or multi-dwelling, the unit number should appear to the right of the street address.
3. The recipient's city, state and ZIP Code number.



Dual Address Format

There are circumstances in which both a post office box number and a street address may be used. The important thing to remember when using this format is that the address where you want the mail delivered must appear on the line immediately above the bottom line. For example:

mail will be delivered here ——→

GRAND PRODUCTS INC
100 MAJOR ST
PO BOX 200
PORTLAND OR 97213

mail will be delivered here ——→

GRAND PRODUCTS INC
PO BOX 200
100 MAJOR ST
PORTLAND OR 97213

The ZIP Code *must* be the correct one for the delivery address.

Alternate Forms of Addressing

The Postal Service realizes that there are numerous combinations of addresses. A few examples of acceptable alternate forms of addressing are listed below. Check your local post office for other alternate forms.

MISS SALLY SMITH
BOX 34
DULUTH MN 55803

MR H JONES
ACCOUNTING DEPT
ABC CORP RM 809
3515 E INDUSTRIAL PKWY
CLEVELAND OH 44135

ADMITTING OFFICE
MEMORIAL HOSPITAL RM 2B
HOUSTON TX 77008

SOUTHERN CORP
ATTN SUE MOBLEY SUITE 19
LOUISIANA INDUSTRIAL PK
NEW ORLEANS LA 70126

DAVID JENSEN
CIRCLE Y RANCH
RT 1 BOX 28
CHEYENNE WY 82001

New Forms for Addressing Letter Mail

You will get the best possible service if you remember four important steps in addressing your letter-mail:

1. Capitalize everything in the address.
2. Use the list of common abbreviations found in the National ZIP Code Directory.
3. Eliminate all punctuation.
4. Use the special state abbreviations (see page 60).

OLD SYSTEM

Mr. James R. Stower
105 North Broadway Avenue, Apt. C
Minneapolis, Minn. 55413

NEW SYSTEM

MR JAMES R STOWER
105 N BROADWAY AVE APT C
MINNEAPOLIS MN 55413

Address Abbreviations

State Abbreviations

Alabama	AL
Alaska	AK
Arizona	AZ
Arkansas	AR
California	CA
Colorado	CO
Connecticut	CT
Delaware	DE
District of Columbia	DC
Florida	FL
Georgia	GA
Guam	GU
Hawaii	HI
Idaho	ID
Illinois	IL
Indiana	IN
Iowa	IA
Kansas	KS
Kentucky	KY
Louisiana	LA
Maine	ME
Maryland	MD
Massachusetts	MA
Michigan	MI
Minnesota	MN
Mississippi	MS
Missouri	MO
Montana	MT
Nebraska	NE
Nevada	NV
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
New York	NY
North Carolina	NC
North Dakota	ND
Ohio	OH
Oklahoma	OK
Oregon	OR
Pennsylvania	PA
Puerto Rico	PR
Rhode Island	RI
South Carolina	SC
South Dakota	SD
Tennessee	TN
Texas	TX
Utah	UT
Vermont	VT
Virginia	VA
Virgin Islands	VI
Washington	WA
West Virginia	WV
Wisconsin	WI
Wyoming	WY

Common Address Abbreviations

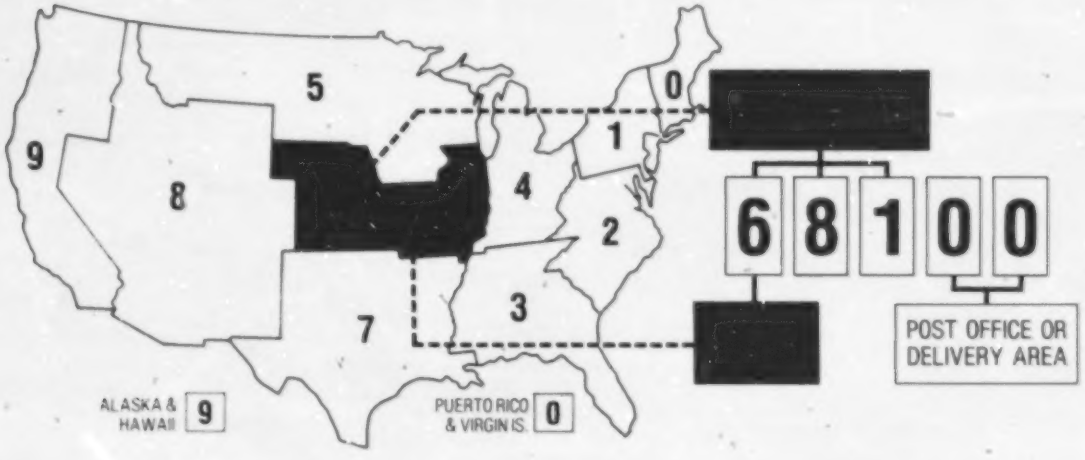
Avenue	AVE
East	E
Expressway	EXPY
Heights	HTS
Hospital	HOSP
Institute	INST
Junction	JCT
Lake	LK
Lakes	LKS
Lane	LN
Meadows	MDWS
North	N
Palms	PLMS
Park	PK
Parkway	PKY
Plaza	PLZ
Ridge	RDG
River	RV
Road	RD
Rural	R
Shore	SH
South	S
Square	SQ
Station	STA
Terrace	TER
Turnpike	TPKE
Union	UN
View	VW
Village	VLG
West	W

Why ZIP Code?

It Speeds Your Mail

When you use ZIP Code you increase the speed, accuracy and quality of all mail service. ZIP Coded mail can be processed quickly by automatic equipment. However, all non-ZIP Coded mail must be processed manually at every distribution point.

If, in addition to being ZIP Coded, your mail is presorted in ZIP Code sequence, the post office can route it more directly and quickly. The result is fewer handlings and faster, more accurate delivery. Thus, using ZIP Codes provides both you and your correspondents with better service.



How ZIP Code works

ZIP Code is a five-digit geographic code that identifies areas within the United States and its possessions for purposes of simplifying the distribution of mail by the U.S. Postal Service. It should appear on the last line of both the destination and return address of mail, following the name of the city and state.

In devising the ZIP Code, the United States and its possessions were divided into 10 large geographic areas. Each area consists of three or more states or possessions and is given a number between 0 and 9. This is the first digit in any ZIP Code number.

Because of favorable transportation facilities, key post offices in each area are designated as sectional centers. Each transmits mail moving *between post offices within its section*. It also receives and transmits all mail moving *into or out of the section*.

The first three numbers of a five digit ZIP Code represent a sectional center or large city.

The last two digits of a five digit ZIP Code identify a post office or delivery area.

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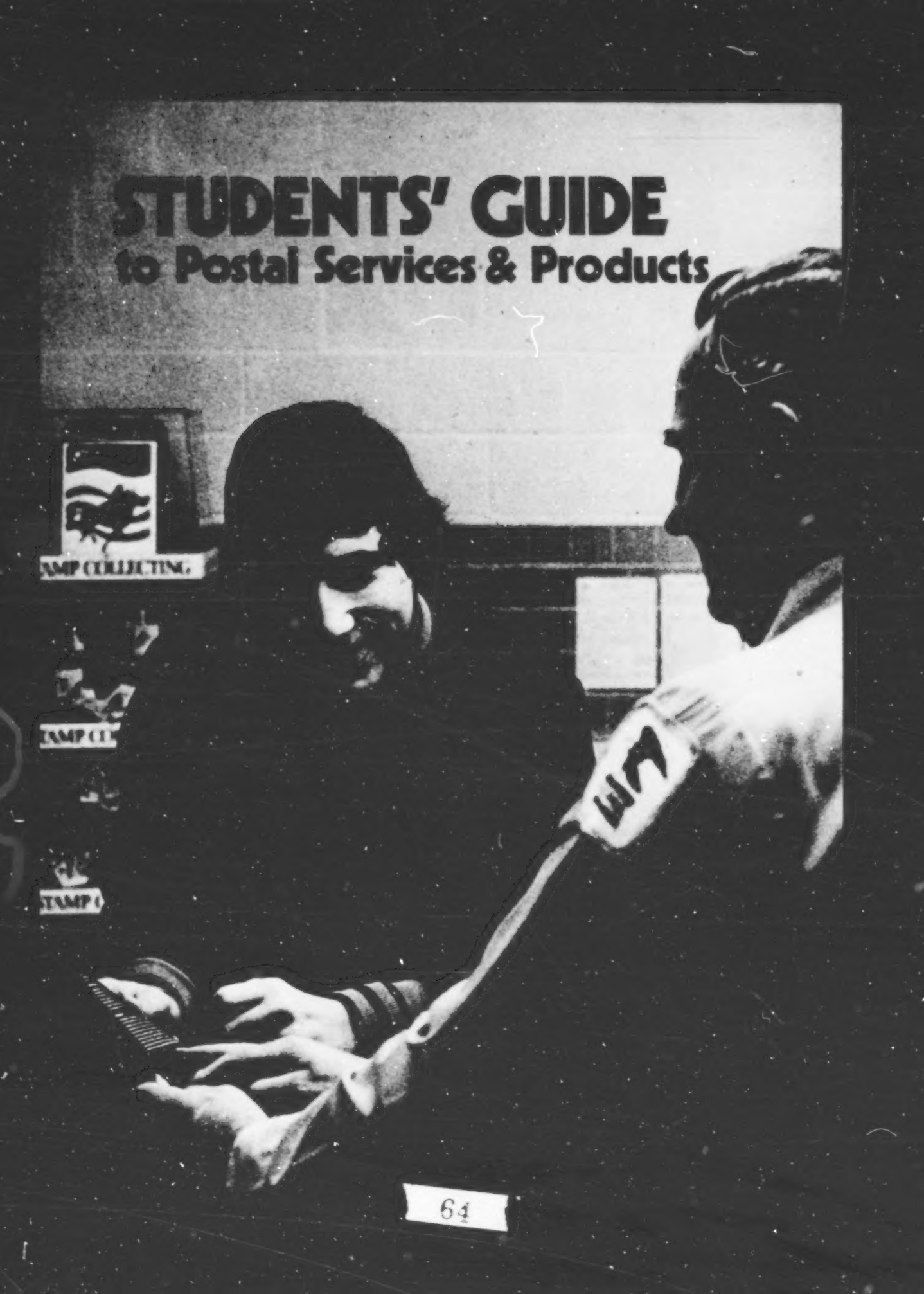
STUDENTS' GUIDE
to Postal Services & Products



Get Your Money's Worth

Serving its customers is the job of the Postal Service. To meet this responsibility, and to help you get the most for your postage, this section explains the types of service available to you.

CLASSES OF MAIL

First-Class Mail: This consists of handwritten or typewritten matter, bills and statements of account. First-Class Mail is private and may not be opened for postal inspection.

First-Class Mail is given the fastest transportation service available. Much of it travels on airplanes.

The maximum weight for First-Class Mail is 70 lbs. and the maximum size, 100 inches in length and girth combined. Caution: If your piece is bigger than a letter, be sure to mark it "First-Class" on all sides so it gets priority handling. Otherwise postal employees will assume it's Third or Fourth Class.

Second-Class Mail: This mail is generally used by newspapers and other periodicals which must meet certain requirements. If you are interested in a Second-Class permit, contact your postmaster to see whether your mailing qualifies.

Third-Class Mail: This is business, or advertising, mail. This service may be used for large mailings. It includes printed materials and merchandise weighing less than 16 oz. There are two rates: single piece and bulk rate. Businesses and community organizations find this service economical. There are several categories in Third-Class Mail; check with your postmaster for one suited to your needs.

Fourth-Class Mail, or Parcel Post: Parcel Post is the class you use for sending packages. Parcels mailed between larger post offices in the continental U.S. are limited to 40 lbs. and 84 in. in length and girth combined. Larger parcels can be mailed to and from smaller post offices. Check at your post office for special mailing rates for books, records, materials for the blind, catalogs, and international mailings.

WHAT MAIL SERVICES GIVE SPEEDIEST DELIVERY?

Express Mail: Check with your post office to see whether Express Mail is available between your post office and your destination address. This service is still expanding and cities are frequently added to the program. Started in 1970, Express Mail is an expedited delivery service for high-priority items. Express Mail Next Day Service, for example, offers overnight delivery of items mailed from selected post offices by 5 p.m. the previous day. The post office will pick up your shipment at your premises for a single charge of $5.25 per trip, regardless of the number of items. Shipments can be delivered to the destination post office by 10 a.m. or to the addressee by 3 p.m. the day after mailing. If the shipment is not delivered on time, the post office guarantees a refund of your postage. The service offers the sender the ability to ship materials to about 1,000 cities in the country. A list is available from your Express Mail post office. Size limits are a maximum of 70 pounds and up to 100 inches in combined length and girth.

Priority Mail: Any First-Class Mail item that weighs more than 12 ounces. It's more expensive than Parcel Post but it's also much faster. Priority Mail can be mailed from any post office or by a rural carrier or star route carrier to any address in the U.S. and even to foreign countries. Priority Mail packages will be delivered in two days, on the average, anywhere in the country.

Size limits are a maximum of 70 pounds and up to 100 inches in combined length and girth.

Users of Priority Mail can obtain a variety of special service options such as insurance (from $15 to $400), return receipt, C.O.D., certificates of mailing and Special Delivery.

Mailgram: This is offered jointly by the Postal Service and Western Union. It enables you to send a message to any address in the continental U.S. for delivery the next business day by the regular letter carrier. Check with your post office or Western Union.

HOW TO SEND VALUABLES THROUGH THE MAIL

Insured Mail: Insurance is available up to $400 for Third- and Fourth-Class and First Class or Priority Mail containing merchandise. For articles insured for more than $15, a receipt of delivery is obtained from the addressee for Postal Service files and

return receipt service (see below) is available. All irreplaceable articles, regardless of value, and all items valued at more than $400 should be sent by Registered Mail.

Registered Mail: When you use this service, you buy security—the safest way to send valuables. You must declare the full value of your mailing. Included in the fee which varies depending on value, is insurance up to $25,000 for domestic mail only. You get a receipt, and the movement of the mail is recorded throughout the postal system. Return receipt service (see below) is available.

COD Mail: Collect on Delivery service may be used when merchandise has been ordered by the addressee. You pay the carrier the amount due the mailer for the merchandise, the postage, and the money order fee. First- Third-, and Fourth-Class Mail may be sent COD. Fees include insurance against loss or damage. COD may also be sent as Registered Mail. The maximum amount which may be collected from the addressee is $400.

Money Orders: This is a safe way to send money through the mail and may be purchased at all post offices in amounts up to $400. Should your money order be lost or stolen, it will be replaced if your completed receipt copy is presented.

PROOF OF MAILING AND DELIVERY

Certificate of Mailing: This may be what you want if all you need is proof of mailing. It does not provide insurance. The cost is low, and no record is maintained at the post office.

Certified Mail: Certified Mail provides a mailing receipt and record of delivery at the addressee's post office. It does not offer extra security or payment for loss. Return receipt service (see below) is available. For security you should use Registered Mail.

Return Receipts: The return receipt is your proof of delivery. It is available on insured mail of more than $15 value, and on Certified and Registered COD mail. A return receipt identifies the article by number, who signed for it, and the date it was delivered. For reasonable additional fees you may obtain either a receipt showing exact address of delivery, or you may restrict delivery to the addressee or designated agent.

OTHER ITEMS OF INTEREST

Packaging: A major source of parcel damage is failure to pack and wrap parcels adequately. Prepare parcels to withstand handling, vibration and the weight of other packages. Be sure the address is legible and securely attached, on one side only. Place address information inside the package in the event the outside address label is lost or obliterated.

Passport Applications: If you're planning a trip abroad, you may apply for a passport in many post offices.

Cash Receipts: Receipts for your postal purchases are available.

Forwarding Mail: If you are moving, or plan a long visit, or go to school away from home, before you go, obtain change of address cards from your post office and notify correspondents and publishers of your new address. Be sure the effective date is on the form. First-Class Mail is forwarded for one year.

WHAT TO DO WHEN YOU HAVE A POSTAL PROBLEM

If you have a problem with your mail service, don't just gripe about it. Do something. Fill out a Consumer Service Card, available at any post office or from your letter carrier. Do it as soon as you are aware of your problem and investigation will begin immediately. You also have a Consumer Advocate at postal headquarters in Washington, DC, who represents interests of individual consumers at top management levels in the Postal Service. The address is:

The Consumer Advocate
U.S. Postal Service
Washington, DC 20260